Quality Outcomes Report 2015

Aspire Healthcare
August 2015

Name of Service:	Aspire Healthcare
Date of Visit:	18th August 2015
Manager:	Anoop Puri
Person in Charge on day of visit:	Anoop Puri
Contracts Team Officers:	Nina Dixon and Bev Gosling

Not Met	Poor evidence of outcome being met
Partially Met	Good evidence of outcome being met /majority of evidence is in place but not all
Fully Met	All evidence is in place demonstrating the outcome is fully met

SUMMARY;

Aspire Healthcare provides independent supported living for two services within the North Tyneside area. The Head Office's are situated in the Newcastle City area. Commissioning Officers were able to visit one of the services as part of the Quality Monitoring Visit.

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
1. People benefit from Personalised Care	1.1 Effective assessment procedures ensure that placements are appropriate and well planned	This outcome was partially met. Support plans viewed at Head Office contained some information in terms of pre assessment of people's needs. However the Information gathered as part of the pre-assessment process could be expanded to include an individual needs assessment (to determine the person's range of abilities and needs). The evidence to show that individuals' understanding of the process and consent for the process and the placement was not evident within all records viewed.	Partially met	1
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	Overall this outcome was met. Support plans viewed were detailed, they showed goals that individuals wished to achieve and the support required. A one page profile had been introduced, which would assist staff by being able to view individual's needs at a glance when providing support. Life history information could be expanded within the support planning process. Support Plan reviews were being held on a regular basis, although it would be good practice to show the individuals involvement in the process.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was partially met. Support Plans viewed showed that positive risk taking was being considered on an individual basis and managed through a risk assessment process which showed the individuals' involvement in the process. The Organisation could support this process further by developing a formal positive risk taking policy.	Partially met	1
			Score	**4**

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
2. People are supported by excellent staff	2.1 Comprehensive training procedures ensure staff have access to up to date knowledge and skills that is appropriate to the needs of the clients receiving the service.	This outcome was partially met. The training matrix viewed showed that some staff training had lapsed over the last year. It was a recommendation that Training Matrix's should have the date staff have completed training in addition to the subsequent expiry date.	Partially met	1
	2.2 Staff are supported to undertake their duties	This outcome was fully met. The supervision format in place was regular and comprehensive, with clear development plans.	Fully met	2
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was partially met. It would be good practice to carry out an annual staff satisfaction survey, which could be used to benchmark performance and quality. Feedback from staff was positive	Partially met	1
			Score	4
3. Management systems ensure an excellent quality of service provision	3.1 Effective quality assurance procedures ensure the manager has a clear overview of service performance	This outcome was partially met. A care file audit tool had recently been introduced as part of quality monitoring, as such the process had yet to be fully embedded into practice. Individual accidents or incidents are recorded and relevant action taken. However the Organisation does not carry out holistic audits which would enable trends to be identified. A monthly report could form part of the quality assurance procedures to identify areas for improvement and action plans by checking performance. There were service user satisfaction forms being completed but there was no link identified to show how the results would feed into the overall quality assurance procedures. The service has recently developed a system to share reviewed policies with staff, although this was not yet put into practice. It would be good practice to have a management review of the service, which could encompass plans for the year ahead.	Partially met	1
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was partially met. Within Head Office there were emergency contact numbers and reference was made to alternative premises. This forms part of a policy for staff to follow which has been included within new policy dissemination process'. The ability to verify that staff are aware of and trained in use of a plan bespoke to each individual service has yet to be developed. This was reflected within the previous two years' monitoring reports.	Not met	0
	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	This outcome was fully met.	Fully met	2
	3.4 Effective staff management ensures the right numbers of staff are available at the right time and have the right skills, knowledge, experience and competencies to carry out these duties.	Overall this outcome was met. There was a system in place throughout the organisation which identifies different staff teams on a rotation. This would prove useful should staff shortage occur e.g. sickness etc. It would be good practice to ensure that The working time directive is addressed with opt out forms held for each staff member, where applicable. This should ensure that people don't work back to back shifts.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
	3.5 Robust financial procedures ensure people retain as much financial independence as possible and are protected from financial abuse	This outcome was fully met. Individuals were being supported to manage their own finances within the services.	Fully met	2
			Score	7
4. People benefit from a transparent, consistent and equitable service through effective policies and procedures	4.1 Effective Health and Safety procedures ensure people are cared for in a safe environment	This outcome was partially met. The Health and Safety Policy was last reviewed on 15/07/2015. However visits to the individual services showed the regime in place to disseminate amended or reviewed versions needs to be more robust as most staff were not aware of the most recent policy. Staff records viewed showed that Health and Safety formed part of discussion within supervisions. Accidents and incidents are reported and responded to individually, however there could be a system developed to audit performance which would lead to a management action plan.	Partially met	1
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was partially met. Recruitment procedures could be expanded to include scope for an effort to be made to interview members appropriate to gender of candidate and a facility for exit interviews could be carried out. Equality Impact Assessments are not carried out when implementing or reviewing policies.	Partially met	1
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	Overall this outcome was met. Within the complaints policy it would be good practice to include contact details of outside agencies. Complaints are logged by each Service Manager onto the organisations 'share point' online record system. There had been no complaints raised within the last year. Visit to an individual service confirmed that people were aware of how to make a complaint. A register of all concerns/minor grumbles etc would be beneficial in order to have assurances that all issues raised are being dealt with appropriately.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. The Confidentiality Policy viewed did make reference to 'all information pertaining to people supported being confidential. However, it would be a recommendation that specific guidelines around individuals financial status being confidential and should not be shared except on a "need to know" basis. Staff understand they must not borrow nor benefit either directly or indirectly from residents money.	Fully met	2
			Score	6
	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. There was good evidence within individual's support plans to show how they were being supported to participate in activities of their choosing.	Fully met	2
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was fully met.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
5. People experience dignity and respect	5.3 People are proactively involved in services	This outcome was partially met. It would be good practice within the recruitment policy, to show how individuals supported can play a validated role within staff recruitment. People's views of the service are collected on an individual basis. It would be good practice to collate such findings to assertion quality of service provision and identify any improvements that could be made.	Partially met	1
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met.	Fully met	2
	5.5 Privacy is a valued part of everyday life	This outcome was partially met. There is a policy in place for staff to refer to which represents the organisations' stipulations for staff around managing keys for properties. It was a recommendation that individuals' requirements around managing keys should form part of the formal support plan.	Partially met	1
	5.6 People experience a sense of belonging and being a valued part of the community	This outcome was fully met.	Fully met	2
	5.7 People have timely and appropriate access to information	This outcome was partially met. It would be good practice to include advocacy arrangements within service user guides. The organisation does not supply newsletters, however there could be scope to include updates of events or changes to the service within house meetings.	Partially met	1
			Score	11
are protected from avoidable harm and are cared for in a safe environment	6.1 The Mental Capacity Act 2005 and Deprivation of Liberty procedures are effective and ensure people are treated with dignity and are protected from harm	This outcome was fully met. There were no people supported whom did not have capacity to agree to the placement. The organisation has MCA forms available for staff within the 'share point' system.	Fully met	2
	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was partially met. There could be a system in place to verify that staff are aware of the Whistle Blowing Policy. The Manager was not fully aware of the Safeguarding National Competence Framework. It was acknowledged that the organisation employs designated staff to carry out repairs, arrangements for staff carrying out work in properties could be considered within safeguarding policies.	Partially met	1
	6.3 Proactive falls prevention practices and procedures ensure that actions are taken to reduce the incidence and impact of falls	Due to the needs of the people supported this outcome was not applicable at the time of out visit.	Not applicable	Not applicable
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was fully met. There was good evidence to show how people supported were being encouraged to maintain the garden areas of their property.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
6. People	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was not applicable to people supported within the service at the time of our visit.	Not applicable	Not applicable
			Score	5
7. People experience improved health and well-being	7.1 People's nutritional needs are comprehensively met and dining is a positive experience for all	This outcome was fully met. Within support plans viewed there was good consideration of people's needs and capabilities in assisting with a healthy eating plan. People were being supported to be involved with shopping and cooking.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	Overall this outcome was met. It was clear that people were being supported within the day to day management around keeping their home clean. It may be beneficial to consider when more substantial cleaning could be planned, e.g. spring cleaning etc.	Fully met	2
	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	Overall this outcome was met. The Medication Policy could be expanded to include stipulation for errors or omissions to be recorded on safeguarding log. Medication risk assessments were in place for people supported. Within the service visited people managed their own medication therefore medication administration records were not applicable within this outcome.	Fully met	2
			Score	6

Total Scored	43
Maximum Score	56
Percentage scored	77%