

Quality Outcomes Report 2015



North Tyneside Council

BLUE DOOR
MAY 2015



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Name of Service:	Blue Door
Date of Visit:	Tuesday 12th May 2015
Manager:	Alan & Vicki Elliot
Person in Charge on day of visit:	Alan & Vicki Elliot
Contracts Team Officers:	Kim Pennock & Nina Dixon

Outcome Scoring:	
Not Met =	Poor evidence of outcome being met
Partially Met =	Good evidence of the outcome being met /majority of evidence is in place
Fully Met =	All evidence is in place

SUMMARY;

Blue Door is a day service provision based in Wallsend which provides approximately 40 places each day. The building is not particularly close to amenities but all clients are transported to and from home each day. People arrive around 9.30 and leave at 3.30 the service is only closed on bank holidays and Christmas day. The staff and management are very enthusiastic and supportive of all clients, knowing them and their family situations well. As a result of previous visits it was highlighted that a number of areas require development. These areas include staff training and induction, establishing adequate support planning and recording systems (including risk assessments) and improving the procedures for the administration of medication. It was discussed during the visit that it is important for these areas to be addressed as Blue Door is a good service greatly enjoyed by many clients but the practices and processes followed need to be underpinned by a framework of recordings and procedures. The management understood the importance of what was being said and stated that they had been considering engaging a manager and in light of this may consider a post more office based that management of staff.

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
1. People benefit from Personalised Care	1.1 Effective assessment procedures ensure that placements are appropriate and well planned	Overall this outcome was met. Support Plans would benefit from being more comprehensive by clearly identifying any needs of the carers and recording discussions with the client to evidence their engagement. It would be good practice to ensure Support Plans are regularly reviewed and dated.	Fully met
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	This outcome was partially met. Not all clients had a current or completed support plan. It was not always clear whether the individual or their representative had contributed to the support plan or if it had been reviewed as not all were signed or dated.	Partially met
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was partially met. The service did have a template for assessing positive risk and there was evidence that this had been used well for activities i.e. wall climbing. However individual risk assessments for people were not evidenced. It would be good practice to record a procedure and underpin this with a policy.	Partially met

Main Outcome	Related Outcome Measures	Comments	1. Score	Outcome Scoring
2. People are supported by excellent staff	2.1 Comprehensive training procedures ensure staff have access to up to date knowledge and skills	<p>This outcome was not met. There have been no new staff, however the intended documentation to cover induction did not cover all aspects. It was not recorded that staff had achieved competency in the Common Induction Standards. There was not an annual training matrix and it was unclear which training staff had undertaken. It was discussed with the managers that a more comprehensive induction programme was required than that which was in place. Although the managers did state that all staff had at least an NVQ 3 it would be good practice to undertake a training audit and establish training needs and present this on a matrix which could be reviewed. Where applicable priority should be given to staff training on:</p> <ul style="list-style-type: none"> - Health and Safety - Moving and Handling - Fire Training including evacuation procedures - First Aid - Basic Food Hygiene - Infection Control - Lone Working - Safeguarding - Falls prevention - Medication training (appropriate to role) - Mental Capacity 	4	Not met
	2.2 Staff are supported to undertake their duties	<p>This outcome was not met. Staff supervisions and meetings were not regular it was discussed with the management that some supervisions could take place on a group basis with the consent of the staff. It would be good practice to develop an effective annual appraisal and supervision policy which included clear guidance for staff on how to prioritise their work demands. The policy including lone working should be regularly reviewed and signed by staff.</p>		Not met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was partially met. The service does not undertake an annual staff satisfaction survey or alternative. The provider did not evidence any system in place to reward good practice or loyalty. Conversations with staff did indicate good morale but this was not recorded in the team meetings.	Partially met
			2. Score 1
	3.1 Effective quality assurance procedures ensure the manager has a clear overview of service performance	This outcome was not met. There was no internal system for monitoring files. There was an accident reporting book but no audit was carried out which may enable trends to be identified. The service did not have a quality assurance system in place to identify areas of improvement.	Not met
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was partially met. Then current Business Continuity Plan would benefit from being more service specific with greater consideration given to what the possible impacts would be. The Response plan needs to be expanded and include relevant information including emergency contact numbers. The plan was due to be reviewed during February 2014.	Partially met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
3. Management systems ensure an excellent quality of service provision	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	This outcome was partially met. The majority of staff were recruited when the service was first launched nine years ago and therefore paperwork was either historic or absent. Not all files held two references and those that did had not been verified. CRB's were evidenced for 2011, it was discussed that these should not be stored but destroyed and the reference number recorded. It was suggested that one option would be to request staff to sign a disclaimer until such time that the service had reviewed their policy with regard to DBS. The service did have a recruitment policy, however this had not been reviewed for a number of years. There have been no new staff recruited for approximately four years. During discussions with the management it was advised that in anticipation of new staff it would be best practice to review their recruitment policy and procedure along with their induction of new staff. The managers acknowledged this.	Partially met
	3.4 Effective staff management ensures the right numbers of staff are available at the right time and are equipped to carry out their duties	This outcome was partially met. Management are flexible with the rota to support spontaneity however this is not recorded. Management are confident that staff shortages are covered as the service works on a maximum of 1:6 staff to client ratio to ensure sufficient staffing however this is not formally recorded.	Partially met
	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.	Fully met
			3. Score
	4.1 Effective Health and Safety procedures ensure people are cared for in a safe environment	This outcome was partially met. The fire policy and procedure require expanding to identify specific hazards i.e. kitchen area, electrics etc and state control measures. It would be good practice to ensure that personal evacuation plans are developed for all clients.	Partially met
			5

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
4. People benefit from a transparent, consistent and equitable service through effective policies and procedures	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination and harassment	This outcome was partially met. The Equal Opportunities policy would benefit from being expanded to cover best practice. There have been no new staff recruited within the last four years. However it would be proactive to review the current recruitment policy and ensure all aspects of equal opportunities are covered with a view to recruitment are covered.	Partially met
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was partially met. The complaints policy would benefit from being expanded to include timescales and contact details for the Local Authority. It would be good practice to proactively promote the complaints policy to staff, users of the service and carers using various methods. All issues including minor concerns should be recorded clearly along with the outcome reached including any positive developments to the service as a result.	Partially met
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. It would be good practice for all staff to have signed up to the organisations' confidentiality policy/procedure.	Fully met
			4. Score
	5.1 People are able to engage in meaningful activity and occupation	Overall this outcome was met. Clients are able to choose from a variety of activities including arts and crafts, music, numeracy, drama, computer skills and cooking in addition to organised trips and outings. During discussions with management it was suggested to ensure that the service is up to date in respect of current good practice, the National Development Team for inclusion would be a good reference point.	Fully met
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was fully met.	Fully met
			5

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
5. People experience dignity and respect	5.3 People are proactively involved in services	This outcome was partially met. It would be beneficial for users of the service to meet on a more regular basis to communicate issues to management. It would be good practice for user surveys to be utilised to evidence that views are sought and feed into the service.	Partially met
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met.	Fully met
	5.5 Privacy is a valued part of everyday life	This outcome was fully met.	Fully met
	5.6 People experience a sense of belonging and being a valued part of the community	This outcome was fully met.	Fully met
	5.7 People have timely and appropriate access to information	This outcome was partially met. It would be good practice to ensure each user of the service has a hand book with up to date information and contacts. Communication to families and cares are normally via letter. The letters are usually as a result of an issue arising or occasion. It would be good practice to have a regular form of communication in addition to that which is necessary and for letters to be dated.	Partially met
			5. Score 12
	6.1 The Mental Capacity Act 2005 procedure is effective and ensures people are treated with dignity and are protected from harm	This outcome was not met. There was no evidence that staff had access and were aware of when to use an MCA. The service did not have a policy or procedure relating to MCA. It would be good practice to put these documents in place along with appropriate training for all staff.	Not met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
6. People are protected from avoidable harm and are cared for in a safe environment	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was partially met. The service does have a Joint Working policy but not a Safeguarding Policy. It was suggested that this was implemented as soon as possible. There service did have a whistle blowing policy in place however it was not evidenced that staff had signed to acknowledge their understanding of this. It would be good practice to provide staff and users of the service with accurate information in regard to safeguarding including relevant contact information for outside agencies. In addition it would be best practice to raise safeguarding proactively in supervisions an staff meetings as a standard agenda item.	Partially met
	6.3 Proactive falls prevention practices and procedures ensure that actions are taken to reduce the incidence and impact of falls	This outcome was partially met. Although there is currently no one with a high risk of falling who accesses the service it would be good practice to include within the staff training programme, training around falls prevention and risk factors.	Partially met
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	Overall this outcome was met. Although from observation is was clear furniture and equipment were removed and replaced it would be good practice to have clear recordings around this.	Fully met
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	0	Not applicable
		6. Score	4
	7.1 People's nutritional needs are comprehensively met and dining is a positive experience for all	This outcome was not applicable. However it was clear that the service encouraged the ethos of healthy eating by offering an activity of cooking for a nominal amount (£2.50) which promoted healthy meals.	Not applicable

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
7. People experience improved health and well-being	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	Overall this outcome was met. Cleaning regimes are in place but detailed task recording would be considered good practice.	Fully met
	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	This outcome was partially met. It would be good practice to have a more robust policy and procedure which includes a protocol around assisting with the administration of medication. The process of booking medication in and out of the service also needs to be reviewed in order to have a more detailed recording of the types of medication being booked in. Best practice would suggest having individual records for each client as opposed to the current method.	Partially met
7. Score			3
8. Transport	8.1 Transport arrangements meet the needs and requirements of service users and support the objectives of day care provision	This outcome was partially met. It was clear from discussions with the managers that the needs of the clients in relation to transport were known and that staff were made fully aware however, there was no recorded evidence. It would be good practice to record this within a support plan and risk assessment.	Partially met
8. Score			1

Total Scored	35
Maximum Score	58
Percentage scored	60%