

Quality Outcomes Report 2015



Creative Support September & October/2015



Name of Service:	Creative Support
Date of Visit:	30th September and 5th October 2015
Manager:	Heather Lowrey
Person in Charge on day of visit:	Heather Lowrey / Denise Hall
Contracts Team Officers:	Audrey Keville and Kylie Marti / Beverley 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;

Creative Support provide supported living for people with learning disabilities or mental health needs. For the purpose of this report the Headquarters for most services for people with learning disabilities is at Beardall Court. The mental health services are managed from Marine Avenue. Beardall Court provides Independent Supported Living for eight people in small flats each with their own bedroom, living area, bathroom and kitchen. There are four on the ground floor and four on the first floor. Communal facilities include a lounge, laundry and garden. There is an office and sleepover room. There is 24 hour cover including a sleepover. Individual service users have allocated hours varying between 6 and 16 per week. The Mental Health service is an Intensive Rehab service, provided at ISLs at Marine Avenue, Knavesmire House and Edwards Road. This service as a whole has 21 places including two crisis beds. Placements are made for a period of up to two years, though some are more long term at Edwards Road. There is 24 hour support including a sleepover at Marine Avenue and Knavesmire House. Each of these two locations is a large house with communal areas and individual rooms. At Knavesmire these amount to small flats and include ensuite facilities. Several ISLs for people with learning disabilities are also supported by Creative Support. Those with a dedicated sleepover are included in this Quality Monitoring. The services are effective in providing very personalised support with daily living and accessing a wide range of activities and community resources. The staff offer support with tasks such as cooking, budgeting and housework. Few of the service users need assistance with personal care, though motivation is often an issue and staff approach varies according to individual need. Some advice was given regarding aspects of documentation to better evidence and support good practice. There was good evidence of a skilled and experienced workforce who are highly valued by the service users. Good evidence too that the provider follows good disciplinary procedures when necessary.

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 met overall. There was good evidence of pre-admission assessment and decision making. It would be good practice to ensure signatures are always obtained to confirm this.	Fully met	2
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	This outcome was met overall. Support plans were informative and well organised. It would be good practice to ensure signatures are obtained where applicable. It would also improve accessibility of information if at least an overview of medical appointments was kept separately from general daily records. This was done in some locations but not in others.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was met overall. There was good evidence of Positive Risk Taking however the policy on this was overdue for review.	Fully met	2
			Score	6

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 met overall. There was good evidence of a thorough induction and training programme. Training reflected the specific services and included Diabetes, Epilepsy, Hearing Voices, Anxiety and Depression. Not all staff at all services had undertaken Basic Food Hygiene training as it is not part of all of their role to help prepare meals. Infection Control is undertaken as part of Health & Safety. It would be good for this to be reconsidered, perhaps by Infection Control champions doing this specific training and taking a lead in considering implications.	Fully met	2
	2.2 Staff are supported to undertake their duties	This outcome was met overall. There was good evidence of regular meetings which were clearly recorded, however it would be good practice for staff to sign to confirm they have attended or read the minutes. There was good evidence of staff supervision and appraisal. Issues addressed were well evidenced; for instance a probation period extended due to a spell of sick leave.	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. A staff survey had been undertaken but results had not been analysed and it had not lead to an action plan. There was good evidence staff were valued in that there had been a recent awards day and many aspects of achievement recognised. The Intensive Rehab service had been given a team award. It was good to see from minutes of team meetings that Creative Support keep their staff well informed regarding progress of their business proposals. Feedback from service users was good and discussions with staff indicated they were very committed to their work. At Beardall Court a single issue was having a detrimental impact on morale. The sleepover staff there have responsibility to respond to nearby ISLs in case of emergency at night. This was happening a lot and staff found they were sometimes having such a disturbed night as amounted to a waking shift. Then they were expected to work another shift following on the next morning. The issue has been referred to Care Coordination, but in the meantime was leaving staff feeling very undervalued.	Partially met	1
			Score	5
vision	3.1 Effective quality assurance procedures ensure the manager has a clear overview of service performance	This outcome was met overall. Accidents and incidents were well recorded and forwarded to regional Headquarters for any trends to be analysed. The Quality Assurance system included monthly reports by managers. There were plans that this would draw together different aspects of Quality Assurance. This could link better with views of service users, families and other professionals. Policies were well indexed but some were overdue for review.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
3. Management systems ensure an excellent quality of service provision	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was partially met. There were several documents relating to emergency situation and plans to cope with them whereas it would be good for these to be referred to in a single document. Some locations but not all had a plan to cover all eventualities; Pandemics, Severe weather, Utility failure, Loss of key staff, Loss of I.T. facilities, Communication loss, Loss of a key supplier, Loss of premises, Financial problems. Several services had coped well with various problems over recent months and it would be good to incorporate lessons learnt in the Emergency Plan. For instance one service had lost internet connection recently. After a power cut affecting another, service users had purchased torches. These incidents would be a useful focus for reviewing Emergency Plans. There should be a way of evidencing staff are made aware of plans.	Partially met	1
	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.	This outcome was fully met.	Fully met	2
	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	2
			Score	9
4. Fair, consistent and equitable service policies and procedures	4.1 Effective Health and Safety procedures ensure people are cared for in a safe environment	This outcome was partially met. There was a good up to date Health and Safety policy and good evidence of consultation with staff regarding this area. In one location a Health and Safety audit was overdue. Personal evacuation plans were in place but not for every service user. There was good evidence of regular fire drills but these should occasionally include night time, (when night staffing is in place, not necessarily in the middle of the night.) Documentation in one location needed to clarify expectations of staff regarding alerting service users and one individual in particular.	Partially met	1
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was fully met.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
4. People benefit from a transparent through effective pol	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was partially met. There was a policy in place which was well publicised. People certainly felt confident to make complaints and were clearly listened to, however alternative contacts to Creative Support should be included in information, wherever this is made available. Tenants meetings were clearly used well to express grumbles and resolve issues but it was not always clear what actions were taken as a result. It would be good if this linked to the complaints log.	Partially met	1
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	This outcome was met overall. It would be good to specifically refer to financial status with regard to confidentiality.	Fully met	2
			Score	6
5. People experience dignity and respect	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. There was good evidence of a wide variety of activities according to individual interests.	Fully met	2
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was fully met.	Fully met	2
	5.3 People are proactively involved in services	This outcome was met overall. Service users were clearly very much involved in decisions and plans. It would be good if results of service user surveys were analysed and actions identified.	Fully met	2
	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 fully met.	Fully met	2
	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. Service User Guides varied from place to place as to how comprehensive the information provided. Particularly where service users have relied upon Creative Support for some years, it would be good to ensure they have up to date information including relevant contact numbers regarding Complaints, Safeguarding and Advocacy. It would also be good practice for the Service User Guide to cover access to records. This was addressed in a policy but it was unclear how it was made known.	Partially met	1
			Score	13
for in a safe	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 was fully met where applicable. The vast majority of Creative Support's service users have capacity.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
6. People are protected from avoidable harm and are cared in a safe environment	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was met overall. There was good evidence that Safeguarding was discussed at meetings and in supervision. Policies were in place but local contacts should be consistently included in policies and information. Similarly the Whistle Blowing policy should include an agency other than Creative Support and contact shared with staff.	Fully met	2
	6.3 Proactive falls prevention practices and procedures ensure that actions are taken to reduce the incidence and impact of falls	This outcome is not applicable to Creative Support's services in general but was fully met with regard to one service user who falls as a result of epilepsy.	Fully met	2
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was met overall. However issues of outstanding repairs and maintenance were a cause for concern at two specific locations and are raised in the reports for individual ISLs.	Fully met	2
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was met so far as applicable at present. There is very little special equipment in place. Several service users have Care Call in case of emergency, which then alerts Creative Support. One service user has an epilepsy alarm, the use of which is addressed in the support plan.	Fully met	2
			Score	10
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 met so far as applicable to the service. Creative Support offers assistance and advice according to individual identified needs, but most service users shop and cook for themselves. The support might be advice to plan a menu regarding a condition such as Diabetes or it might be cookery sessions.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was partially met. There was a Policy in place but it did not address all the areas which might be expected such as laundry and communal facilities. Generally communal areas in all locations were found to be clean and tidy, however there were issues which might have been picked up if the service had an Infection Control champion. For instance mops, buckets & brushes were stored in a communal WC. Service users were clearly well supported to carry out regular cleaning tasks but it would be good if there was a plan to carry out occasional tasks such as cleaning curtains.	Partially met	1
	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	This outcome was fully met. There were very few service users who relied upon staff to administer medication. Almost all administer their own medication with some oversight from staff, such as a weekly check.	Fully met	2
			Score	5

Total Scored	54
Maximum Score	60
Percentage scored	90%