

Quality Outcomes Report 2015



North Tyneside Council

Daybreaks June 2015



Quality Outcomes Report 2015

Name of Service:	Daybreak, Montagu
Date of Visit:	1st June 2015
Manager:	Christine Martin
Person in Charge on day of visit:	Christine Martin
Contracts Team Officers:	Nina Dixon and Kim Pennock

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;

Daybreak is a day centre situated in the Montagu area of Newcastle. The service had recently moved premises to Montagu prior to the visit. The building is a community centre, where the service is allocated secure dedicated space for people they support. Following the relocation the service had issued communications with people around the changes. It was good to see that people were encouraged to be involved within the running of the service by becoming 'buddies' to support new people using the service. During the visit people supported said that they were very happy with the service. At the time of the visit, it was acknowledge that it was a period of transition for the service with plans to develop systems and process', this included proposals to revise the documentation regarding people's support needs.

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	This outcome was partially met. People's Support Plans viewed showed that there was consideration being given around prospective clients to the service, this tended to be focused on people's views following taster days. It would be good practice to show how the service can meet the needs of people within a pre-assessment format. Consideration of carers' needs could also be taken into account as part of this process.	Partially met
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	This outcome was partially met. Evidence varied within the Support Plans viewed around the review process. After initial Support Plans are implemented it would be good practice to encourage people to contribute to the service's support planning and review process. Part of this could also make reference to overall aims people have identified they wish to gain from the placement. Support Plans could be expanded to include information around how the person is best supported, consideration of cultural needs, how the individual's well being is actively promoted and maintaining strengths, skills and abilities.	Partially met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	<p>1.3 Positive risk taking ensures people are encouraged to maintain independence</p>	<p>This outcome was not met. There was a Positive Risk Taking Policy in place. However, there could be some further work within this area around the development of individual risk assessments which will support opportunities to explore acceptable risk taking. Reviews should then take place regularly where the risk assessment can be updated or when circumstances change. People supported/appropriate other should be actively involved in discussions as part of the risk assessment process. There was evidence of a risk assessment within people's Support Plans which represented a holistic view of the person and associated risks but the format did not lend itself to focus on tasks that the person would be undertaking. It would be good practice to show how the staff team are up to date with best practice, for example 'Valuing People'.</p>	<p>Not met</p>
			<p>1. Score 2</p>
	<p>2.1 Comprehensive training procedures ensure staff have access to up to date knowledge and skills</p>	<p>This outcome was not met. Within staff recruitment files viewed the information around completion of inductions varied. The induction content was basic covering general areas, such as COSHH, health and safety and storage. There was a template within the service which covered Common Induction Standards but there was no completed documentation in place. A training Matrix had been developed and it was recommended that it could be used as a tool to inform The Manager when training has expired etc. Training had lapsed over the last 12 months, it was explained that this was largely due to the recent relocation of the service. However, it was good to see that further training was booked for staff to attend. It would be good practice for staff to receive training on Mental Capacity Act.</p>	<p>Not met</p>

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
2. People are supported by excellent staff	2.2 Staff are supported to undertake their duties	This outcome was partially met. Supervision sessions and staff meetings had lapsed over the last year, which was also linked to the recent move to new premises. There were plans to update these in the near future. The supervision format could be expanded to include role specific content, to enable staff to have guidance around how to prioritise work demand in order to avoid feeling overwhelmed. It would be a recommendation for volunteers to be included within this practice.	Partially met
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	Overall this outcome was met. There was good evidence that staff had completed a survey, the results of which fed into an action plan. Although the service does not operate a reward system, it was acknowledged that rates of pay could be seen as contributing towards this. Compliments received regarding the service are also fed back to staff.	Fully met
			2. Score
			3
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. An internal system for the quality assurance of case recording and monitoring files could be implemented within the service. Management from the organisation meet on a monthly basis to discuss reported accidents and incidents where required actions are then monitored. However this process was difficult to see within records held at the service.	Partially met
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was partially met. The Business Continuity Plan viewed was dated May 2012. Advice was provided during the visit around an easy read plan for staff to follow, as at present the plan includes separate individual 'Business Impact Analyses' where the links were difficult to follow within the main plan. Staff should be aware of and trained in the use of the response plan. The response plan should be reviewed annually and tested.	Partially met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	Overall this outcome was met. It would be good practice to record the verification of references received within the recruitment process.	Fully 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	Overall this outcome was met. Staffing levels within the service are 1:8 and there are a number of pool staff who support the service. It was recommended that there could be some consideration into how flexible rotas are in being able to provide some spontaneity and unplanned events.	Fully met
	3.5 Robust financial procedures ensure people retain as much financial independence as possible and are protected from financial abuse	Overall this outcome was met. It would be good practice to have a system for robust auditing of financial records within the service.	Fully met
			3. Score
			8
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 building is Local Authority owned and as such responsibilities around Fire Regulations and Health and Safety would be the Landlord's responsibility. However the service could develop their own procedures, which would include a clear emergency plan and the evacuation procedures as part of the overall Fire Risk Assessment for the building. PEEPS' had recently been introduced, although it was unclear how they would be utilised or referred to in the event of an emergency. As part of this people's ability to summon assistance in an emergency should be risk assessed where applicable. There were fire drills being recorded and it was advised that the content of the drill and those people attending be fully recorded.	Partially met
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination and harassment	This outcome was fully met.	Fully met
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was fully met. It was good to see that people are encouraged to express their views regarding the service in a number of ways. People have access to a comments box and book within the service.	Fully met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. It was a recommendation that staff sign up to the confidentiality policy. The 'Communication Policy' viewed could be expanded to include use of social networking sites in respect of confidentiality and safeguarding issues. The 'Mobile Telephone Policy' was viewed after the visit and contained aspects around photographic equipment in respect of confidentiality and safeguarding issues, which was good practice.	Fully met
4. Score			7
5. People experience dignity and respect	5.1 People are able to engage in meaningful activity and occupation	Overall this outcome was met. The service holds 'Service User Forums' on a monthly basis where people's requests regarding activities and menu options are discussed. This information is then used to develop the following months' activity timetable for people. It would be good to show where 1:1 time with staff can be provided. The links with 'Service User Forums' and people's support plans could include current best practice, such as NDTI.	Fully met
	5.2 People are encouraged and supported to maintain and develop relationships	Overall this outcome was met. It was clear through discussion with people on the day of the visit, that the service has developed meaningful ways to communicate with people and their families/significant others. This was often using methods most appropriate to the person, such as telephone calls or diary records. However, it was advised that this practice could be developed further by formally recording the agreed methods of communication with the person and/or their representative.	Fully met
	5.3 People are proactively involved in services	This outcome was fully met.	Fully met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met. People were clearly being given opportunities to have an input into their routines and activity planning.	Fully met
	5.5 Privacy is a valued part of everyday life	This outcome was fully met. Following the recent move to new premises, the environment is very spacious and enables people to partake in activities of their choosing.	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. The Service User Guide was in an easy read format and provided good information regarding the service, however it could be expanded to include safeguarding procedures and advocacy arrangements. It would also be beneficial to inform people of how they can access information that is relevant to them.	Partially met
			5. Score 13
6. People are protected from avoidable harm and are cared for in a safe environment	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 partially met. It would be beneficial for staff to have ready access to MCA forms and to demonstrate that capacity is being considered when important or specific decisions need to be made. It was explained that MCA training for staff had been booked for the near future.	Partially met
	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was partially met. The service supports people from a range of local authorities, it would be good practice to link local authority safeguarding procedures within policies or procedures. It was recommended that staff sign up to the whistle blowing policy. There could be a wider range of information regarding safeguarding (including relevant contact for outside agencies) within the service. This could be by providing literature or discussing as part of meetings and supervisions.	Partially met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	6.3 Proactive falls prevention practices and procedures ensure that actions are taken to reduce the incidence and impact of falls	This outcome was not met. It would be beneficial to have a falls prevention environmental risk assessment within the service. As there are people accessing the service who are at risk of falling, it would be good practice to develop a process to capture individual risk factors and identify subsequent control measures. Falls prevention could be incorporated within the training programme for staff.	Not met
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	Overall this outcome was met. Although daily checks of furniture and equipment take place on an informal visual basis, it would be good practice to record such checks formally.	Fully met
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was fully met.	Fully met
			6. Score
	7.1 People's nutritional needs are comprehensively met and dining is a positive experience for all	This outcome was fully met. For 3 days a week people are able to participate in making a meal of their choosing within the service. There is a nominal charge for the meal, which is clearly described within the service user guide.	Fully met
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	Overall this outcome was met. The Landlord has responsibility for providing cleaning services for the centre, however it was advised that the service could monitor the cleaning as part of quality assurance or daily check procedures.	Fully met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
7. People experience improved health and well-being	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	This outcome was not met. There was a Medication Policy in place, which conflicted with the practice within the service. The policy contained a 'record keeping' section, which detailed the information that should be included within individual records, which should include a photograph of the person, name, date of birth and allergies as a minimum. The medication records viewed contained basic information and were not being recorded on an individual basis. It was not clear that Staff signatures were entered at the point where medication is taken, this practice should be clearly described within policies and procedures, Medication training for staff including refreshers had lapsed over the last year. A robust procedure for wrongly administered medication, omission and error could be incorporated within the Medication Policy.	Not met

7. Score **4**

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. Transport is included for people within the overall service provision. However, it would be good practice to demonstrate that individual transport needs have been considered within the assessment process. This would then feed into an individual risk assessment and support plan for the person, which subsequently should be shared with staff. It would be beneficial to develop communication systems between drivers and staff. The service was completing daily checks before transport was being used which was good practice, however documentation to confirm that vehicles used meet all current road traffic legislation were not accessible within the service. It would be good practice to have reference to where documents are stored and confirmation that vehicle's meet current legislation.	Partially met
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8. Score **1**

Total Scored	44
Maximum Score	62
Percentage scored	71%