

Quality Outcomes Report 2015



North Tyneside Council

Edward Lloyd Trust
August 2015



Name of Service:	Edward Lloyd Trust
Date of Visit:	26th & 27th August 2015
Manager:	Sue Russell
Person in Charge on day of visit:	Sue Russell
Contracts Team Officers:	Kim Pennock & Nina Dixon

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;

Within North Tyneside Edward Lloyd Trust provide support in a number of independent living schemes. The previous years report highlighted the fact that infection control and safeguarding training was undertaken every 3 years and good practice would dictate annual refreshers. The organisation has taken this on board and annual refresher courses are now provided for staff. Feedback from all of the staff spoken to was very positive. Staff said they felt valued and supported by management in their work.

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 fully met.	Fully met	2
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	This outcome was fully met. Recording within the files was to a very good standard and reflected the individual and their needs well. All files were person centred and individual support plans were comprehensive. Due to the complex nature of individuals it was not always appropriate to set goals, alternatively staff would endeavour to maintain the independence of the individual where they could. As a matter of routine service user representatives would sign individual support plans and pen pictures when they were reviewed. Each individuals file held a tracker sheet at the front which clearly identified medical needs and changes as they occurred.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	Overall this outcome was met. The Policy was due for review in December 2014 and was currently still in the process of being reviewed. However, it was evident from the files that positive risk was actively utilised.	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.	Overall this outcome was met. All staff had received mandatory training and refresher courses as recommended in the previous years report. However, not all services had completed the National Safeguarding Competence Framework for staff.	Fully met	2
	2.2 Staff are supported to undertake their duties	This outcome was fully met	Fully met	2
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was fully met. There is a process in place which uses a staff representative group for consultation. The group which includes a variety of roles and levels within the organisation is consulted on matters affecting staff including changes in policy. To encourage and reward good practice and loyalty the organisation offers several incentives including additional holidays, awards ceremonies. During supervision a manager may rate a member of staff as outstanding .	Fully met	2
			Score	6
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 fully met. Several audit tools are utilised by the organisation to ensure effective quality assurance. These include 'speak easy forums' and quality assurance visits to services. Accidents and incidents are reported to head office and appraised within the managers meetings. There is a robust process for reviewing and auditing policies and procedures which considers staff views.	Fully met	2
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was fully met.	Fully met	2
	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	This outcome was fully met. Each staff file has a tracker/audit sheet which identifies what the file should contain.	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. Within each support plan is a detailed expenditure sheet. Pictorial prompts are used on forms to assist in communicating spend. Detailed inventories of a persons belongings are held on file. There was clear evidence of MCA's being used appropriately when making decisions including finance i.e. holidays.	Fully met	2
			Score	10

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
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	Overall this outcome was met. There is a comprehensive Health and Safety Policy in place however, this was last signed in April 2014. It would be good practice to review the policy within the term. Within the policy, arrangements for auditing and communicating Health and Safety were very clear.	Fully met	2
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was partially met. The organisation no longer carries out Equality Impact Assessments which would be considered good practice. It was clear however, that the organisation has practices embedded to ensure that policies would not impact negatively on any minority or individual group.	Partially met	1
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was fully met. The organisation incorporates a 'speak easy' forum where complaints and issues can be raised and discussed.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	This outcome was fully met. When asked staff were aware of the policies in respect of confidentiality. For each individual there is a finance file detailing their personal financial status including income and spend, these were very well recorded.	Fully met	2
			Score	7
5. People experience dignity and respect	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. It was evidenced in files that where tenants are able to contribute towards the running of the home this is actively promoted. It was also clear from the recording in files that individuals were offered the opportunity to develop a programme of activities which was often reviewed when new opportunities were developed.	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 fully met.	Fully met	2
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met. It was evidenced that individuals were happy where they lived and who they lived with. Support plans were very person centred and all of the recordings in respect of daily routines and needs reflected this well.	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. Files held extensive information in respect of activities taking place in the community including those activities which had been offered to individuals just to try out. Activities included college, swimming, out door centres and horse riding.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
	5.7 People have timely and appropriate access to information	This outcome was fully met. The organisation has a number of forums where individuals using services can share information. This may be on a individual basis using the 'speak easy' forum or in the organised meet and eat club which takes place in a pub/restaurant. Newsletters are regularly sent out by the organisation to the services.	Fully met	2
			Score	14
6. People 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. It was evidenced from files that staff have access to relevant MCA forms and understand when to use them. Forms viewed had been used for decisions around holidays and finance.	Fully met	2
	6.2 Excellent safeguarding procedures ensure people are protected from harm	Overall this outcome was fully met. There was a safeguarding policy in place which was linked to local procedures. It was evidenced that staff and users of the services were provided with information in respect of safeguarding issues. An easy read version of the policy is available and safeguarding discussions were evidenced in staff meetings. Not all services could evidence a copy of the Safeguarding National Competence Framework which assessed the competence of 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 was not applicable. Risks in respect of mobility and moving and handling were evidenced in the comprehensive care plans and risk assessments, which were bespoke to the individuals needs. Records of professionals involved and referrals made were also evidenced in the support files.	Not applicable	Not applicable
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was fully met. Staff were very proactive in supporting tenants to refer to the landlord when repairs and maintenance were due or required.	Fully met	2
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was fully met.	Fully met	2
			Score	8
7. 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. Files evidenced that staff were fully aware of the dietary needs of individuals and their personal preferences. Where required support plans showed input from the Speech and Language Team. Where possible staff will involve the individual when preparing meals. Weight is monitored and staff were very aware of what constituted a balanced diet. Staff were very aware that dignity should be maintained during meal times and hand over hand was one technique which they explained was used in to assist some individuals during mealtimes.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was fully met.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
7. People exp	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	This outcome was fully met.	Fully met	2
			Score	6

Total Scored	57
Maximum Score	58
Percentage scored	98%