

Quality Outcomes Report 2015



North Tyneside Council

First Move Day Service June 2015



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Name of Service:	First Move Day Service
Date of Visit:	10th June 2015
Manager:	Jacqui Chapman
Person in Charge on day of visit:	Jacqui Chapman
Contracts Team Officers:	Chris Clapperton and Karina Williamson

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;

First Move is a small service in Shiremoor in the North East of the borough. It is a Learning Disability service which serves many users with a wide range of ages. Since the last monitoring visit there has been improvements in recruitment, how complaints are managed, how service users are involved with services and encouraged to maintain relationships. The service had a wider knowledge of Mental Capacity and its implications and Health and Safety has improved more than any other area. These areas still require improvements. To assist with the ongoing improvements, the service would benefit from more robust recording in all areas, to fully evidence all the work they are undertaking. The atmosphere was very welcoming and friendly with a real buzz of activity. The service users have a genuine community presence.

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	1.1 Effective assessment procedures ensure that placements are appropriate and well planned	This outcome was partially met. There was no information to evidence there had been considerations of an individual's need prior to offering a service. We were informed, typically, they would be offered two taster days. Equally, we could not evidence where carers' needs have been sought to inform the process. We only saw one signed service agreement within the files we looked at. We advised, where the individual is unable to sign, this could be completed by an appropriate representative. The information from Social Work within the files was outdated.	Partially met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
1. People benefit from Personalised Care	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	This outcome was partially met. There was some evidence that individuals were involved in generating risk assessments. Best practice would see support plans make reference to the individuals goals and aspirations within the service. Whilst there was some evidence around likes and dislikes, in order for effective care planning there needs to be more detail. There was no evidence the plans were being evaluated.	Partially met
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was not met. There was no policy available to cover positive risk. The risk assessments we saw were unclear as far as how the outcome would be reached and whether this is achievable. One risk assessment we viewed, covered crossing roads safely however, the route which was agreed meant no roads were encountered. There was plenty of anecdotal evidence for positive risk. We spoke to a service user who was happy for us to see her tattoo. The whole journey from its conception to receiving the tattoo was a great example of positive risk however none of this was captured on the paperwork.	Not met
			1. Score 2
2. People are supported by excellent staff	2.1 Comprehensive training procedures ensure staff have access to up to date knowledge and skills	This outcome was partially met. We were informed by the manager the staff team which is in place had been together for some time. There has been no new staff for some years. Despite this, the induction contained plenty useful information however the common induction standards were not evidenced. The staff had completed most mandatory training except for Infection Control and Lone working. Guidance was given to complete a training matrix which show all completed and planned training. Staff were not offered vocational opportunities as part of common practice however the manager stated she would support any individual expressing an interest.	Partially met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	2.2 Staff are supported to undertake their duties	This outcome was partially met. Whilst staff meetings and supervisions were evidenced best practice would see both methods used more regularly to monitor the progress of staff and keep everyone fully informed. We were informed there are small team talks every morning which could be formalised to act as information sharing practice. There are currently no volunteers working at First Move.	Partially met
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was met overall. There was good information within the staff survey however there was no action plan to assist in developing and informing the service.	Fully met
			2. 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. There was a process in place to audit the files however this could benefit from being more regular. It was recommended the actions need to be recorded within the accidents/incident book to help identify trends. Best practice would see a regular audit with a clear action plan to ensure the information within the service remains current. Currently there is no quality assurance system in place.	Partially met
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was not met. The plan in place covered some of the key areas, not all. The plan should include contingency around utility failure, loss of key staff, communication loss and financial problems. We were informed there was a loose arrangement with a nearby care home where the First Move clients, for example, would be able to receive a meal there if there own facilities were out of order. Best practice would see the plan tested and reviewed.	Not 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	This outcome was met overall. All the relevant referrals and checks are made and references verified. There was employment offered with no unclear DBS however there was no recordings of the decision. This should be underpinned by a robust policy and risk assessment.	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	This outcome was met overall. Best practice would see a formalised needs analysis to inform staffing arrangements. Good staffing levels were evident during the visit.	Fully met
	3.5 Robust financial procedures ensure people retain as much financial independence as possible and are protected from financial abuse	This outcome was partially met. Any extra amounts for additional services should be documented and included on the Care Plan. The Care Plan also needs to reflect the support methods which are employed to ensure the individual is spending their money on items they have chosen to buy, without influence. The audit for booking monies in and out was robust.	Partially met
			3. Score
6			
4. People benefit from a transparent, consistent	4.1 Effective Health and Safety procedures ensure people are cared for in a safe environment	This outcome was partially met. Best practice would see the risk assessments include information about compliance in an emergency and whether service users were able to summon assistance. The Fire Risk Assessment was dated 16.01.15. The Fire log book and checks for the emergency lighting and fire extinguishers had lapsed.	Partially met
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination and harassment	This outcome was met overall. Best practice would suggest that Equality Impact Assessments are carried out when implementing and/or reviewing policies.	Fully met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
and equitable service through effective policies and procedures	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was met overall. The policy contained some good information however it did not contain the appeals process, timescales and outcomes for each step. The manager was able to give examples of how complaints had informed the service however this was only recorded in the service diary. Best practice would see the whole process formalised and reviewed.	Fully met
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	This outcome was met overall. The data protection registration number is Z9876868. Both policies for social media and mobile phones need to include reference to safeguarding.	Fully met
4. Score			7
	5.1 People are able to engage in meaningful activity and occupation	This outcome was met overall. The Manager informed there was involvement from the client group with the day to day running of the service. This included chopping veg, setting tables and washing dishes. There was a wealth of activities on offer and the group had a genuine community presence.	Fully met
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was partially met. There are friendships which have developed within the service. This is identified and supported by staff. For example, if friends wish to spend time together, either in the service or in the community they are able to do so. These decisions are assisted by staff, often needed to interpret the service users expression, however this was not formalised. There was no evidence the family and friends have been involved in activities alongside the clients from the service.	Partially met

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. There was no evidence of arranged meetings for service users or other alternative forums to allow them to communicate any issues about the service. Whilst there was no evidence to capture the views of the service users, there was evidence of families and staff surveys being conducted. For those service users who are unable to express themselves the views of the families and staff would be important.	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 met overall. The individuals were able to specify gender preference for personal care however this was not recorded on the care plans.	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 not met. The service was able to produce evidence of the aims and objectives and a complaints procedure however best practice would include Safeguarding, Advocacy arrangements and how to Terminate the service. Ideally, this would all be served as a handbook. There was no evidence of newsletters to see how service users and staff were kept informed of changes to the service. The manager informed she would make people aware verbally with information which would benefit the individual. There was some evidence of information in the activity book, diaries and on the website. Best practice would see this process formalised.	Not met
			5. Score 10
	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 fully met. The service holds a no restraint policy. None of the current client group have an advocate however the manager was aware of this service and its purpose.	Fully 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. All staff were signed up to the safeguarding policy however there was no evidence the staff were kept up to date with the latest applicable information in relation to safeguarding. Safeguarding was covered in the team meetings. Best practice would see this subject as a standard agenda item in supervisions and team meetings. Information for outside agencies and how to contact them was not available.	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 not met. There was no training programme covering falls prevention. There was evidence of falls being reported to families. However these individuals had not been assessed as being at risk of falling, instead being the result of an accident.	Not met
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was partially met. We were able to see a book which identified any repairs however there was no outcome. As a result we were unable to know if tasks had been completed. There was no process in place to ensure the furniture and outside space were routinely inspected and maintained. The outside space presented many hazards. There was broken seating, uneven paths and a very steep ramp although the manager informed this was never used for access or wheelchairs, instead using the gate at the front of the property. There should be a clear sign to inform this.	Partially met
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was fully met.	Fully met

6. Score

6

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
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. The meals are chosen by service users on the day and they are encouraged to go shopping for the ingredients and then cook with the support of the staff. Best practice would see the staff with up to date knowledge of healthy eating and hydration with suitable qualification, in line with the specifics of the group. There is a meal/buffet prepared for every birthday.	Fully met
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was met overall. Best practice would see the cleaning regimes monitored and signed off by the manager or appropriate other.	Fully met
	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	This outcome was met overall. The staff had all signed up to the policy. The procedure for wrongly administered medication required broadening to include omissions and errors and also clear information to ensure medication is never left unsupervised for the person to take at a letter time. One of the clients requires controlled medication to be at close hand at all times. This was securely stored with stopwatch to time the seizure and up to date protocol.	Fully met

7. Score **6**

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
8. Transport	8.1 Transport arrangements meet the needs and requirements of service users and support the objectives of day care provision	This outcome is partially met. The transport arrangements and support guidelines were not included in the Care Plan. There are two service users who are supported home by staff in their own cars. One of the staff appeared to have no business insurance cover. This was evidenced from the document on the staff members file. We did not see evidence of a timetable including pick up and drop off times however there appeared to be good relations between the taxi drivers, service users and the staff. I witnessed this on arrival at the service. The service has a vehicle which is used often to transport service users around the borough.	Partially met

8. Score	1
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Total Scored	42
Maximum Score	62
Percentage scored	68%