

Quality Outcomes Report 2015



North Tyneside Council

FOCUS SOCIAL CARE NOVEMBER 2015



Name of Service:	Focus Social Care
Date of Visit:	26th and 27th November 2015
Manager:	Jane Hutchinson
Person in Charge on day of visit:	Jane Hutchinson
Contracts Team Officers:	Karina Williamson and Audrey Keville

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;

Focus Social Care had been in operation less than a year at the time of the visit. The large 4 bed roomed modern detached house is in the West Allotment area and is close to local transport links and shops. Three service users live together at the property. Focus Social Care have recently supported the service users to move to this new property. The service users are settling in very well at the property. There had been issues with a neighbour at the previous property so the service users are very glad to be in the new house. The service users have decorated their bedroom to their own taste. The rest of the house was a neutral colour throughout. Feedback questionnaires from all 3 families were very positive and we were able to speak with one of the parents of a service user during the course of the visit who again was very complimentary of the service. Focus Social Care have adopted policies from both NTC and Shared Lives however they need to more carefully adapt them to fit this particular service. They would have the responsibility to review these in the future.

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. The tenancy was already in place prior to the tender. The service users were involved in the tender process and picked Focus Social Care as their provider.	Fully met	2
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	Overall this outcome was met. The support plans were clear and very person centred. Each service user had goals recorded within their support plan however it would be useful to demonstrate each step of the process in terms of achievements, which would lead to reaching the overall goal. It was recommended that some further information was gathered for two of the service users for their life history.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	Overall this outcome was met. There was a policy in place which had been adopted from Shared Lives however this needed to be reviewed. Some of the risk assessments lacked signatures of the service user or family member. It was recommended that some higher risk assessments are reviewed more frequently than 6 monthly. Some of the risk assessments regarding accessing the community and self medicating required more robust control measures in place to guide and support staff. It was apparent upon speaking with the staff they are very keen to support the service users to be as independent as possible.	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 partially met. Consideration should be given to making the induction programme more robust. We did not see evidence of Common Induction Standards but the staff team in general are exceptionally well qualified and experienced. Three of the four staff had NVQ or a relevant degree however the one remaining staff member had not completed the Common Induction Standards or started an NVQ. This would need to be a priority moving forward. Some of the mandatory training was out of date. It was recommended that an annual training matrix is implemented to ensure the service has a clear overview of the training needs of the staff. Some of the staff had completed MCA, DOLS, person centred care and support training however it would be useful for staff to have further specialist training to meet the needs of the service users i.e. NAPPI or some other challenging behaviour training. The Commissioning Officer sent Focus Social Care The National Safeguarding Competence Framework guidance and staff competency forms to complete.	Partially met	1
	2.2 Staff are supported to undertake their duties	Overall this outcome was met. The service had not been in place a year at the time of the visit therefore we were unable to evidence any appraisals at this time. These would need to be implemented in the near future. There was evidence of regular staff supervision. Staff meetings were regular and well attended. Guidance was given to ask staff to sign to show evidence of their attendance or to acknowledge that minutes have been read. The handover book had some highly personal information in which would be better placed in the service users' personal files. This had recently been picked up by the provider and will be implemented immediately.	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. Due to the service not being in place a year, we were unable to evidence any staff surveys however we would expect to see these in place next year. Discussions with staff indicated a very committed and well motivated team. The service did not have a formal system in place to reward good practice and loyalty to the service however the staff meetings and supervisions demonstrated regular praise and recognition. Staff had been taken out for meals and received flowers for special occasions. Feedback from the family questionnaires North Tyneside Council sent out was also positive.	Fully met	2
			Score	5
vice provision	3.1 Effective quality assurance procedures ensure the manager has a clear overview of service performance	This outcome was partially met. The care files are checked and actions recorded within the handover however it was recommended this is formally recorded within a regular audit. An Accident Book was in place however there had been no accidents within the service. The manager was aware of CQC notification process. The manager seeks the views of family members on a informal basis however this should be formalised as part of the Quality Assurance process. Guidance was given by the Commissioning Officers to seek the views of any professionals involved with the service users to incorporate into the Quality Assurance process as well. Consideration should be given to implementing a process for reviewing/auditing policies and procedures.	Partially met	1

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
3. Management systems ensure an excellent quality of service	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was partially met. Consideration should be given to collating the current pockets of information distributed in various files in regards to a Business Continuity Plan. A 'grab and go' style file with all emergency information in one place for staff guidance. The plan should include all possible eventualities i.e. communication loss, loss of key staff, etc. The staff were knowledgeable regarding emergency procedures however felt they would benefit from a formal plan. There was an 'On Call' system in place. The service has not been in place a year therefore a review would not have been completed. The Commissioning Officers gave the Manager guidance regarding testing a plan during the visit.	Partially met	1
	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	This outcome was partially met. Not all employees had two references on file and none of the references had been verified. This would be a recommendation. The current Recruitment Policy does not reflect the services position on employing someone with an unclear DBS.	Partially met	1
	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. The staffing hours are dictated by individual assessed need and do incorporate some shared hours of support.	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. Staff make a contribution of £15 per month if they are a full time worker for tea/coffee and meals. Each service user has a locked tin which is kept in the sleep in room.	Fully met	2
			Score	7
4. In a transparent, consistent and equitable service with 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. The Health and Safety Policy had not been reviewed or signed in the last year. It had been signed on 29/04/13.	Fully met	2
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was partially met. Job descriptions should be devised for future recruitment. The Manager had her own questions and scoring system however this should be formalised to ensure a transparent and robust procedure. Consideration should be given to the gender of the interview members appropriate to gender of candidates for future recruitment. A formal exit interview should be implemented. Guidance was given to carry out Equality Impact Assessments when reviewing or implementing policies.	Partially met	1
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	Overall this outcome was met. It would be good to formalise a log of complaints, comments and compliments, including a record of any resulting action.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
4. People benefit from through	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	This outcome was partially met. There was a Confidentiality Policy adopted from Shared Lives however this had not been reviewed since 2012. It was good to see an easy read guide for the service users regarding how to make a complaint. Although it is not a contractual obligation it would be good practice to register the service with Data Protection. The policies regarding the use of mobile phones and social networking should be expanded to include safeguarding and the use of photographic equipment.	Partially met	1
			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. All the service users had activities planned around their interests. We were able to see the photographs of the recent Halloween Party where friends and neighbours had been invited. The house was very elaborately decorated and the party was a great success. They are currently planning their Christmas Party. One of the service users is at college. The other two service users have finished college and are waiting for funding to be agreed by their Social Worker for their new activities they have planned.	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	Overall this outcome was met. The Manager informed us the service users had been involved in the last recruitment however there were no documents to substantiate this. The Manager was keen to find a way to formalise this moving forward.	Fully met	2
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met. It was very apparent upon speaking with the service user their thoughts, wishes and choices are upheld and acted on.	Fully met	2
	5.5 Privacy is a valued part of everyday life	Overall this outcome was met. One of the service users has their own key and the other two service users require support with theirs. Advice was given to record this information within their support plan.	Fully met	2
	5.6 People experience a sense of belonging and being a valued part of the community	This outcome was fully met. The service users have a presence in the local community by using the local shops, transport, inviting the neighbours into their home for a Halloween Party, attending college etc.	Fully met	2
	5.7 People have timely and appropriate access to information	This outcome was fully met. The service users like the Manager to use a flip chart to plan events, discuss and come to agreement regarding household ideas/tasks etc.	Fully met	2
			Score	14

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
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 not met. The Social Worker had made the placements prior to Focus Social Care's involvement however we were unable to see any MCA's or Best Interest Decisions in place regarding the new tenancy. The service Users had a holiday and the Manager was unaware MCA's should have been completed around this decision. It was good to see staff have had training regarding MCA and DOL's. Focus Social Care had a policy in place which said they would use restrictive Physical Intervention as the last resort. Advice was given that all staff would require training and the policy should be further expanded to guide staff. The Manager has contacted NTC regarding the implications of DOL. This is currently in progress. Commissioning Officers sent out MCA guidance and the MCA 1 and 2 forms.	Not met	0
	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was partially met. Focus Social Care have adopted Shared Lives Policy however this had not been reviewed since 2012. It was recommended that Safeguarding is a standing agenda item in both staff meetings and supervisions. It was also recommended that Safeguarding is addressed in the service user guide. National Safeguarding Competence Framework guidance and staff competency forms were sent via email to Focus Social Care. Any work carried out on the property by external contractors is completed when staff are present. It was recommended this was recorded in the form of a Risk Assessment.	Partially met	1
	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, as at the time of the visit the current service users were not at risk of falls. The provider was aware of and considered possible environmental risk factors such measures as clearing away snow and leaves.	Not applicable	Not applicable
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	Overall this outcome was met. A more formal procedure is required for inspecting the furniture.	Fully met	2
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was not applicable as at the time of the visit the current service users did not have a need for any equipment.	Not applicable	Not applicable
				Score
and well-being	7.1 People's nutritional needs are comprehensively met and dining is a positive experience for all	Overall this outcome was met. The service users compile the following week's menu each Sunday evening between them. They take turns shopping and cooking. One of the service users is a keen cook and is able to complete many meals independently. All of the service users partook in a Healthy Eating programme provided by LD North East. Staff try to encourage healthy choices however this is not always acted upon. One of the service users has attended Slimming World in the past and is regularly weighed.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
7. People experience improved health a	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was partially met. Consideration could be given to recording the support required for good hand hygiene within the files. Guidance was available for staff around managing an outbreak however it would be useful to have the contact details for Environmental Health. The house was spotlessly clean and tidy. The service users have tasks they complete each week. It would be good practice to have a cleaning schedule in place for more substantial cleaning.	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 partially met. Focus Social Care have adopted Shared Lives Medication policy however the version is incomplete and does not address ordering and disposing of medication. Neither does it cover errors. Currently none of the service users take regular medication however the Commissioning Officers advised that all staff would benefit by completing Medication training. Some consideration had been given to capacity to purchase and administer their own pain relief however it was advised detailed Risk Assessments need to be implemented. These should cover aspects such as storage of medication and awareness of related issues.	Partially met	1
			Score	4

Total Scored	45
Maximum Score	56
Percentage scored	80%