

# Quality Outcomes Report 2015



North Tyneside Council

Home Group  
October 2015



North Tyneside Council

Name of Service:	Home Group
Date of Visit:	21.10.15
Manager:	Kelly Hope
Person in Charge on day of visit:	Kelly Hope
Contracts Team Officers:	Chris Clapperton & Karina Williamson

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;**

Home Group provide housing and support for sixteen adults who are equally spread between Beacon Street and Stephenson Street. Each of the clients have their own self contained flats within the complex. There are smart communal areas for the residents to use. The care planning documents should see the life histories developed with the service users themselves, this could also be assisted by the families. The training for the team should be reviewed and updated to ensure everyone has the up to date mandatory training. The company will need to revise and update the Health and Safety Policy.

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 met overall. The care planning documents could be evolved to include life histories, religion and culture and preferences and habits.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was fully met.	Fully met	2
			<b>Score</b>	<b>6</b>
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. There was several gaps in the training for Emergency First Aid, Food Hygiene, Safeguarding, Medication and Nutrition. The service don't currently offer the staff an opportunity to achieve a recognised vocational qualification on completion of their Common Induction Standards. Whilst there was some training which had been completed to reflect the needs of the individuals, this could be broadened. Best practice would see the training updated and applied more regularly. This should be recorded on a matrix to allow the user a clear understanding of their training requirements. The Manager was unaware of the National Safeguarding Competence Framework. This has been forwarded to since the visit.	Partially met	1
	2.2 Staff are supported to undertake their duties	This outcome was fully met.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
2. People	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was fully met.	Fully met	2
			<b>Score</b>	<b>5</b>
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	Overall this outcome was met. The companies Quality Assurance procedure does not currently seek the views of those outside of the service.	Fully met	2
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	Overall this outcome was met. Best practice would see the Business Continuity Plan discussed regularly in team meetings. The plan had been reviewed however this still needs to be tested. This could also be achieved within the team meetings. The Business Continuity Plan contained good information and covers all eventualities.	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.	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
			<b>Score</b>	<b>10</b>
4. 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 was no signature on the Health and Safety Policy and the review date was February 2013. There were no PEEP documents in place. This was discussed with the Manager at the time of the visit. They should include individuals ability to comply with instruction. Further discussion with Manager revealed there is no one within the building who would not be able to comply with instruction. This should be clearly stated on the PEEP document.	Fully met	2
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was fully met.	Fully met	2
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was fully met.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
4. People benefit through	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. There was a good policy to cover the use of mobile phones and photographic equipment however the safeguarding implication were not mentioned.	Fully met	2
			<b>Score</b>	<b>8</b>
5. People experience dignity and respect	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. During our visit there was a planned coffee morning to raise money for Macmillan nurses.	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.	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	Overall this outcome was met. The handbook contained some good information. It should be developed to give more information about safeguarding and advocacy.	Fully met	2
		<b>Score</b>	<b>14</b>	

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 fully met.	Fully met	2
	6.2 Excellent safeguarding procedures ensure people are protected from harm	Overall this outcome was met. The Safeguarding policy at the time of the visit did not include the procedure which covers the suitability of people entering the home and others who the provider commissions to carry out work (such as maintenance) that would involve direct contact with users of the service. This has since been added. The Manager was not aware of the National Safeguarding Competence Framework, however this information has been sent to the Manager since the visit.	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 based on the needs of the current service users.	Not applicable	Not applicable
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was fully met.	Fully met	2
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was not applicable to the current service users.	Not applicable	Not applicable
			<b>Score</b>	<b>6</b>
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	Overall this outcome was met. Currently there is no MUST tool being used within the service. There are clients within the group where this would be a useful tool. There are at least two service users who attend slimming world regularly.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was partially met. During the visit the ground floor toilet had a towel which was being used communally increasing the opportunity for cross infection. Best practice would see a poster promoting good hand hygiene. The cleaning rota was not signed off by the Manager. It is worth noting all the communal areas observed were very clean.	Partially met	1
	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	Overall this outcome was met. The Medication policy needs to clearly instruct staff to report any medication errors to safeguarding and to seek medical guidance. The records do not accurately reflect the medication training and subsequent refresher courses attended.	Fully met	2
			<b>Score</b>	<b>5</b>

<b>Total Scored</b>	<b>54</b>
<b>Maximum Score</b>	<b>56</b>
<b>Percentage scored</b>	<b>96%</b>