

# Quality Outcomes Report 2015



North Tyneside Council

## Interactive Development August 2015



Name of Service:	Interactive Development
Date of Visit:	11th & 12th August 2015
Manager:	Pauline Bell
Person in Charge on day of visit:	Pauline Bell
Contracts Team Officers:	Audrey Keville & Chris Clapperton

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;**

Interactive Development provide Supported Living and Training services for people with learning disabilities. This Quality Monitoring report is based on a visit to ID's headquarters in Newcastle. The majority of ID's provision is in Gateshead and Newcastle. In North Tyneside the organisation currently only supports one ISL, a house shared by three women in Cullercoats. The service scored highly over most areas with advice given where evidence of consultation and quality assurance could be improved. Staff morale certainly appeared high again after being a little less positive last year. As part of the Quality Monitoring process questionnaires were sent to service users' next of kin and to social workers involved. At the time of writing no comments had been received. One family member had indicated a wish to meet and had been contacted but had not been available as yet to contribute.

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. There were good detailed support plans, however it would be good to include more detail regarding life history prior to being supported by ID and long term aims for the future.	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>
2. Staff 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 fully met.	Fully met	2
	2.2 Staff are supported to undertake their duties	This outcome was fully met. There was good evidence of supervision and appraisal. Staff meetings were well recorded and minutes shared.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
2. People are supported	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was met overall. Feedback indicated good morale. Results of a staff survey had been collated and were positive but it would be good for the results to be more clearly spelled out. This would provide a better baseline. The fact that results had been positive had been shared at staff meetings. Staffing information submitted by ID confirmed that there has been only one change to the staff team working in North Tyneside over the past year. Sick leave had been negligible.	Fully met	2
			<b>Score</b>	<b>6</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	This outcome was partially met. All individual accidents and incidents were recorded and responded to appropriately but there was no regular analysis of this. There were several examples of audits being carried out, however it would be good to draw these together and more clearly identify resulting actions. Though we were told phone calls were made to service users' families, these were not evidenced as part of Quality Assurance. Regular visits to ISLs were made by representatives of ID and these were documented. It would be good practice to record service users, visitors and staff spoken with and any views expressed.	Partially met	1
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was met overall. ID has a standard Emergency Plan, which is then made specific to each service and kept on site. There is also an on call system. These are both shared with staff before they carry out a shift. It would be good if all contingency information was kept together. There was nothing recorded about financial contingencies though informally measures to address these were in place. it would be good to make this part of the Emergency Plan.	Fully met	2
	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	This outcome was met overall. All the necessary checks were in place on the files viewed, however it would be good practice to fully complete the Recruitment Pending Checklist to better evidence the position. An aspect of this would be when further information is sought after very limited reference material is received.	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. The hours allocated for each service user are determined by CLDT and agreed with the provider. The rota was very clear in targeting tasks and there are times when no staff were on duty.	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. Commissioning Officers were surprised to find that staff were always expected to purchase any snacks and drinks themselves, however integral these were to supporting service users in the community. This expectation was made very clear in meetings and communications but not as yet in the Staff Handbook.	Fully met	2
			<b>Score</b>	<b>9</b>

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	This outcome was partially met. Health & Safety procedures were in place. ISOS are responsible for the premises and have instigated improvements to fire safety equipment. The newly installed equipment was not functional at present but the original systems were still in place. Consideration had been given to individuals' compliance with fire drills, though not in the format of PEEPs. Fire drills were taking place on a regular basis and different scenarios discussed but a Fire Safety Order was not seen. ISOS may be responsible for the Fire Safety Order but ID must make sure they have sight of a copy and can evidence this.	Partially met	1
	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. There was good evidence that both complaints and compliments were valued and that any concerns were acted upon.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	This outcome was fully met.	Fully met	2
			<b>Score</b>	<b>7</b>
5. People experience dignity and respect	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. Motivation to take part in activities was a major issue for one service user. A lot of effort went into addressing this. At interview prospective staff are routinely asked about what they can contribute in terms of particular skills and interests.	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 met overall. Service users play a validated role in staff recruitment and in daily decisions. Service users views gleaned by surveys and on Quality Assurance visits could more explicitly contribute to action plans.	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. Each of the three service users can be alone in the house at times.	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

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
	5.7 People have timely and appropriate access to information	This outcome was fully met.	Fully met	2
			<b>Score</b>	<b>14</b>
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. The service users do not lack capacity.	Fully met	2
	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was met overall with good policies in place, which are well known to staff and service users. It would be good to use supervision and meetings to explore safeguarding issues and record this in brief, rather than generally recording no issues against the agenda item.	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 met as far as applicable to the service. There were no service users with any tendency to fall. A Supported Living Assessment was in place which included checks for worn carpet and loose wires. This and the Health & Safety audit could be extended to cover tripping hazards indoors and out as a specific check.	Fully met	2
	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 met as far as applicable to the service. None of the service users need any specialist equipment, but this is considered when circumstances arise.	Fully met	2
			<b>Score</b>	<b>10</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	This outcome was fully met. Support to eat a healthy diet is a major factor for some of the service users and this is addressed fully but not always with success.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was fully met. As with many groups of people sharing a home, sharing household tasks was a perennial topic of discussion. It would be good if checks on this were a specific item on the Quality Assurance check list.	Fully met	2
	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	This outcome was fully met so far as applicable. All the policies and procedures were in place but none of the service users needed to have regular medication administered by staff.	Fully met	2
			<b>Score</b>	<b>6</b>

<b>Total Scored</b>	<b>58</b>
<b>Maximum Score</b>	<b>60</b>
<b>Percentage scored</b>	<b>97%</b>