

Quality Outcomes Report 2015



North Tyneside Council

KILBURN GARDENS SEPTEMBER 2015



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| Name of Service: | Kilburn Gardens |
| Date of Visit: | 8th September 2015 |
| Manager: | Gillian Dodds |
| Person in Charge on day of visit: | Gillian Dodds |
| Contracts Team Officers: | Bev Gosling and Nina Dixon |

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|---------------|--|
| 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;

Kilburn Gardens is a residential unit that support three individuals who live in the Percy Main area of the borough. The bungalow was decorated to a high standard and is very clean. The property benefits from a lovely garden which has been designed to be wheelchair friendly. It has raised beds, decking and paving on the level enabling it to be as accessible as possible for the tenants. The home has a very homely feel and it was obvious there is a good rapport between the staff and the people they support. Staff morale appeared to be very good.

| 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 | Overall this outcome was met. It was not always evident how service users or appropriate others were involved in the care planning and review process. | Fully met | 2 |
| | 1.3 Positive risk taking ensures people are encouraged to maintain independence | Overall this outcome was met however risk assessments were not always signed by the service user or their representative. | Fully met | 2 |
| | | | Score | 6 |
| 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. Some mandatory training was out of date however where this was the case the relevant training had been booked. Staff are expected to complete their Diploma Level 2 in Health & Social Care after the induction period. | Fully met | 2 |
| | 2.2 Staff are supported to undertake their duties | This outcome was fully met. Staff receive supervisions bi monthly and objectives with target dates are clearly identified. | 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. | Fully met | 2 |

| Main Outcome | Related Outcome Measures | Comments | Outcome | Outcome Score |
|--|--|--|---------------|---------------|
| | | | 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. | 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. There was no evidence the Business Continuity Plan had been tested. It was discussed with the Manager that this could be achieved by formally discussing in team meetings. | 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. New Prospects has its own bank staff which are used to cover any staff shortages. | Fully met | 2 |
| | 3.5 Robust financial procedures ensure people retain as much financial independence as possible and are protected from financial abuse | Overall this outcome was met. Inventories that record items over a certain monetary value should be implemented moving forward. | Fully met | 2 |
| | | | Score | 10 |
| arent, consistent and equitable service policies and procedures | 4.1 Effective Health and Safety procedures ensure people are cared for in a safe environment | This outcome was partially met. Although there was a fire risk assessment in place the name of the person who carried out the assessment was not indicated on the document. It would be good practice to carry out a new fire risk assessment as the current document had been reviewed twice. Risk assessments were not in place for those individuals who could not summons assistance or comply in an emergency. It would be good practice to reflect the needs of the service users in the evacuation plans. It was recommended that eventualities of night time fires be discussed and rehearsed with staff to ensue they are aware of the process that should be followed. | Partially met | 1 |
| | 4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination | This outcome was fully met. New Prospects use standardised paperwork to help them match staff with clients. The Data Protection registration number is Z592741X | Fully met | 2 |

| Main Outcome | Related Outcome Measures | Comments | Outcome | Outcome Score |
|--|---|--|--------------|---------------|
| 4. People benefit from a transparent and effective process | 4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs | This outcome was fully met. A Policy regarding complaints, compliments and queries is made available to service users in an easy to read version. | 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 |
| | | | 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 evident that service users were actively encouraged to engage in meaningful activity. Two of the clients were wheelchair dependent and enjoyed trips to the Hydro Pool. Service users also enjoyed the Choir, Jazz Club and going to the disco. | 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. Ways to include family members or significant others in the recruitment process should be explored. It would be good practice to evidence actions from the questionnaires have been completed. | 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 | Overall this outcome was met. There is a Key Holding Policy in place however if a person is not able to hold their own key the rationale behind this is not incorporated into their care 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. | Fully met | 2 |
| | 5.7 People have timely and appropriate access to information | This outcome was fully met. | Fully met | 2 |
| | | | Score | 14 |
| 6. People are protected from harm | 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 |

| Main Outcome | Related Outcome Measures | Comments | Outcome | Outcome Score |
|---|---|--|--------------|---------------|
| 6. People are protected from avoidable harm and are cared in a safe environment | 6.2 Excellent safeguarding procedures ensure people are protected from harm | Overall this outcome was met. Safeguarding is promoted fully throughout the company with staff and service users alike. Detailed safeguarding logs were in place, and all staff undergo annual safeguarding competencies. Although New Prospects have a list of approved contractors that they use, the Safeguarding Policy should be expanded to include 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. | 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 fully met. There is a robust reporting process for reporting falls. It was positive to note an annual environmental risk assessment is carried out. | 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 | Overall this outcome was met. | Fully met | 2 |
| | | | Score | 10 |
| 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. Clients can choose to eat meals of their own choice. One of the clients has a pictorial planner of his wall which is used to encourage and support choice. All clients are weighed on a monthly basis. | Fully met | 2 |
| | 7.2 Effective Health and Hygiene practices minimise the risk of cross infection | Overall this outcome was met. Cleaning regimes were not always signed off by the Team Leader. It was not always possible to ascertain when substantial cleaning such as, taking down the curtains, cleaning the windows were planned or carried out. | Fully met | 2 |
| | 7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health | Overall this outcome was met. Within Medication Policy and procedures it would be good practice to explain the process to be followed should individuals take medication to day service/outings etc. This process should also be reflected within individual support plans to describe the arrangements according to the needs of individuals. | Fully met | 2 |
| | | | Score | 6 |

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| Total Scored | 59 |
| Maximum Score | 60 |
| Percentage scored | 98% |