

Quality Outcomes Report 2015



North Tyneside Council

LENORE
SEPTEMBER/OCTOBER 2015



Name of Service:	Lenore
Date of Visit:	30th September and 1st October 2015
Manager:	Laura Murray Walton
Person in Charge on day of visit:	Laura Murray Walton
Contracts Team Officers:	Nina Dixon and Kim Pennock

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;

The Lenore is a residential care service for people who require support with mental health needs or learning disability needs. The service is situated within a residential area of Whitley Bay, North Tyneside. Throughout the visit people supported were very complimentary of the service they received from The Manager and staff within the home. It was good to see that links were being developed with the local community over the last year. Following a tragic event in the last year it was very positive to see that people within the service and outside of the service have been offered support by The Manager and staff. Family members spoke with Commissioning Officers during the visit and it was clear that a joint approach in supporting people was being facilitated within the service.

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. There was good evidence of people having had an assessment prior to the placement commencing.	Fully met	2
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	This outcome was fully met. People's support plans viewed were very person centred and showed that the person had involvement within the review process. The information within support plans was very comprehensive and a sensitive approach to the completion of life histories was being adopted by the staff.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was fully met. The service has a positive risk taking policy which is linked to North Tyneside Councils' policy. There were good examples of people being supported to take positive risks, for example going out in the local community independently. It was good to see that the service had supported people to make the transition from residential care to independent supported living.	Fully met	2
			Score	6
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. Within the service all staff training is renewed on an annual basis. It would be good to reflect the actual expiry dates of training within the staff training matrix.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
2. People are supported by e	2.2 Staff are supported to undertake their duties	Overall this outcome was met. Staff supervisions are recorded on a Dictaphone, however we were able to view the format/agenda for the supervision sessions and confirmed that they are held regularly by discussion with staff on the day of the visit. It would be a recommendation that bullet points or brief notes could be recorded to ensure that any actions required are pulled through to the following supervision. A matrix was in place to show when supervision sessions had been held with the staff team.	Fully met	2
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	Overall this outcome was met. A staff satisfaction survey had been disseminated prior to the day of the visit, however the results had yet to be compiled into an action plan. We were able to view the previous years' completed survey.	Fully met	2
			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 partially met. Accidents and incidents were being reported and recorded appropriately. However a comprehensive monthly auditing system could be implemented within the service which would assist The Manager in having a clear overview of service performance. This could be by building on the current system (annual satisfaction surveys for residents and staff). The auditing system could include the views of people outside of the service e.g. carers and family members and other professionals. The audit could feed into a monthly report which will evidence any actions needed to be taken should poor performance be identified. A more formal process for reviewing policies/procedures could be implemented including version control. The Manager explained the current process/schedule for improvement works, which is on an ongoing basis for the years ahead. It was advised that this process could be formally recorded.	Partially met	1
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	Overall this outcome was met. The service had a Business Continuity Plan in place, with staff signatures to confirm their awareness of the plan. It would be good practice to ensure that plans are reviewed annually and have a mechanism in place for testing the plan.	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. The service does not allocate individual key workers to residents as this may conflict with ongoing work. However Support Plans viewed showed that reviews were being held on a regular basis. People we spoke with confirmed that they felt able to speak with any member of staff should they need to at any time.	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. During the visit the rationale behind the service's decision not to complete inventories for people's belongings on an ongoing basis was discussed. Initially items of value would be recorded on admission to the service. Due to the nature and background regarding peoples' needs recording on an ongoing basis would prove very difficult. Advice was given to share this process formally with current residents and any new admissions to the service.	Fully met	2
			Score	9

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	Overall this outcome was met. As reflected within the quality assurance outcome, accidents and incidents were being reported and recorded appropriately. However this should feed into a comprehensive monthly auditing system in respect of Accidents / Incidents and Notifications, which would enable trends to be identified and relevant action taken.	Fully met	2
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was partially met. It would be good practice to have a formal process in place to show that Equality Impact Assessments are carried out when implementing / reviewing 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. The service had developed good links with neighbours following concerns from members of the local community. It was seen as good practice that The Manager has distributed the complaints policy and contact numbers to neighbours following this. A complaints/compliments log was in place within the service. It was good to see that cards given to the service with complimentary comments were also held. In line with new procedures explained, a person making a complaint would be informed of the outcome and this would be recorded in the future. During discussions with The Manager she commented that 2 neighbours had volunteered to be street representatives. In the event that a neighbour did not want to complain directly to the organisation they could be a point of contact.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	This outcome was fully met. The service is registered under the Data Protection Act 1998; registration number ZA077974.	Fully met	2
			Score	7
5. People benefit from a service that respects and promotes their independence, dignity and respect	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. It was good to see that the service makes good efforts to try and encourage people's participation with activities and it was acknowledged that engagement from people can be difficult in this area. A notice board within the service holds a wealth of information regarding local facilities. People's needs and wishes in regards to activities were reflected upon within the support planning process. On the day of the visit one resident was observed in interaction with a member of staff who was supporting the person to participate with laundry tasks.	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. The service has introduced a new system for people or their family members to be involved within the recruitment process. It was good to see that a higher response rate for client surveys had been recorded this year in comparison to previous years. In respect of recruitment of a 'handyman', residents were informally asked their opinion on the idea of employing the current contractor permanently.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
5. People experience	5.4 People experience Choice and Control in every part of their life	Overall this outcome was met. Within the service there was a good amount of information regarding advocacy. Although in discussion the service does make every effort to support people to maintain independence it would be good to consider the involvement an advocate could make within this process.	Fully met	2
	5.5 Privacy is a valued part of everyday life	This outcome was fully met. The service has a keyless entry system in place, where people are able to independently gain access to the service which also provides security for the service as a whole.	Fully met	2
	5.6 People experience a sense of belonging and being a valued part of the community	This outcome was fully met. Support Plans viewed, showed that people were being guided toward engaging in positive activities within the community where possible.	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 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. It was good to see that a communal area within the home had been utilised to display user friendly information regarding safeguarding. The service employs staff directly to carry out maintenance work within the home, it was advised that this good practice could be reflected formally within the safeguarding policy.	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 to the client group at the time of our visit.	Not applicable	Not applicable
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	Overall this outcome was met. The service could evidence a repairs log, which detailed reports of repairs and subsequent work being carried out. It was evidenced through discussion with staff on the day of the visit that furniture and equipment were inspected on a regular basis, although this was not formally recorded. During the visit we spoke with a relative of one client who relayed some very positive comments in respect of The Manager and staff, who had assisted in provision of clean and hygienic personal living space for the person. It was good to hear that the complexities of the persons' needs had been sensitively addressed during this time.	Fully met	2
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was not applicable to the client group at the time of our visit.	Not applicable	Not applicable
			Score	6

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
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. A nutrition policy has been introduced to the service which was being used as an aid to meal planning.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	Overall this outcome was met. Cleaning regimes are in place for staff to follow, however there could be scope for staff to sign off when tasks have been completed. It would be good practice to formally record plans for more substantial cleaning, as required.	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 the medication policy, there was a procedure to be followed by staff in the event of a medication error. It would be good practice to include stipulation around errors to be linked with safeguarding reporting procedures. Staff had received up to date training around medication, however competency compliance had not been assessed. Audit checks of staff compliance with medication procedures could be incorporated into quality assurance checks. It was advised that a formal procedure to be followed should people take medication out of the service. This procedure could then be reflected within the persons' support plan and individual risk assessment, according to their particular needs.	Fully met	2
			Score	6

Total Scored	54
Maximum Score	56
Percentage scored	96%