

Quality Outcomes Report 2015



North Tyneside Council

Manor Park
September 2015



Name of Service:	Manor Park
Date of Visit:	17th & 18th September 2015
Manager:	Dawn McCash
Person in Charge on day of visit:	Dawn McCash
Contracts Team Officers:	Karina Williamson & 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;

This is a residential service for adults with mental health issues. It is ideally located in Whitley Bay close to the amenities and the coast. It was bought by the current provider in March and the service is currently undergoing a transformation in relation to the documentation and staffing structure. The manager's role has changed as she is now managing 2 services. A deputy has very recently been appointed in the service. The nightshift staffing structure of two sleep in's is changing to one waking night and one sleep in. One waking night employee is in post. The manager is waiting for the DBS for the second employee. The plan is for the waking night staff to work three nights on then three nights off. This was put in place due to the level of issues during the night especially at weekends. The service has 14 beds with 3 vacancies at present however one of these is used for regular respite. The second sleep in room will then be utilised as another bedroom taking the total number of beds to 15.

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 fully met. The manager has recently implemented a new care planning format and documentation which was clear and robust. The life history information was only present in the original social work support plan. It was recommended that this information is updated.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was partially met. There was some evidence of positive risk taking place however there was no evidence of client involvement. An example of one of the clients participating in the kitchen was not underpinned by a risk assessment. There was a good example of how a positive risk had worked well and reduced dependency on staff.	Partially met	1
			Score	5
2. 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 were some small gaps in the mandatory training for staff in Moving and Handling and Safeguarding training and although there was a medication competency template it was yet to be implemented. The new provider is currently setting up a training suite at another site which both staff teams can access. It was good to see staff had completed mental health awareness and challenging behaviour training courses. The manager had the documentation available however staff are still to have their competency assessed against The National Safeguarding Competence Framework.	Partially met	1

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
2. People are supported to	2.2 Staff are supported to undertake their duties	Overall this outcome was met. There were regular supervisions in place however we were unable to see any evidence of annual appraisals.	Fully met	2
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome is partially met. The manager was unable to present any evidence of staff surveys as she informed us that the previous provider had this information. The current provider pays staff £1.50 extra per hour when they pick up a extra shift within a 24 hour notice period however there is currently no reward for good practice nor is there any link to a staff retention policy. During the course of the visit we spoke with many service users who were very complementary about the staff.	Partially met	1
			Score	4
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 not met. There is no case tracking system in place however the manager had completed a template which needs to be rolled out. We were unable to evidence a Quality Assurance System however the annual plan moving forward addresses this. The Quality Assurance System will need to be broadened to capture the views of families, carers and professionals, monitor poor performance and a complete management review. This should formulate a plan for the year ahead.	Not met	0
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was partially met. As last year the Business Continuity Plan did not cover the impact of financial problems or loss of premises. There was no evidence to suggest staff were aware of the plan or that it had been tested.	Partially met	1
	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.	Overall this outcome was met. We advised the manager records how she has made the decision around staffing arrangements.	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
			Score	7

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. The Health and Safety policy was out of date and signed by the previous owner. The previous owner was still the named person responsible. The audits/inspections needed to be broadened to capture all aspects of Health and Safety. We were unable to evidence fire drills for both day and nightshift staff. It was good to see that advice given last year around some clients ability to comply when under the influence had been implemented within the PEEP's.	Partially met	1
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	Overall this outcome was met. The manager was currently reviewing all policies and had a blank Equality Impact Assessment template which would be utilised during this process.	Fully met	2
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	Overall this outcome was met. It was recommended that the complaints and compliments procedure is promoted within the staff handbook and service user guide.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. The Data Protection Certificate was valid from 02/03/15 - 01/03/16. The registration number is ZA103314. There were policies in place around mobile phones, photographic equipment and social networking however the safeguarding and confidentiality of the service users needed to be recognised within these policies.	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 partially met. There was evidence of Service Users interests and hobbies however this should be incorporated within the care planning process with recorded goals and outcomes. Whilst we are aware some of the clients are difficult to engage it was still felt the service could be more proactive in relation to activity and occupation for the majority of service users. Currently the home do not make use of staff hobbies and interests however staff do participate in activities with the service users and were seen chatting with the service users thought out our visit.	Partially met	1
	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 not met. Ways of incorporating a validated role for the service users in the recruitment process should be considered moving forward. We were unable to evidence any client surveys. The manager said they had been completed however the home has changed ownership and this evidence was no longer available.	Not met	0
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met. During the course of the visit we spoke to many service users who verified they have choice and control in their every day lives.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
5. People	5.5 Privacy is a valued part of everyday life	This outcome was partially met. Service users verified that staff always knock and wait to be asked to enter their bedrooms. Most of the service users go out each day however they do not have a key to the front door. Staff are always available to unlock the door. There should be recorded evidence within care plans where service users are supported to hold a key to their bedroom. If this is not possible, the reasons should be documented in care plans.	Partially met	1
	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 Service User guide should be updated to include the complaints procedure, Advocacy information and termination of the service arrangements.	Fully met	2
			Score	10
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 maintenance employee has a DBS in place however he had no knowledge of safeguarding therefore it is a recommendation he has training in this area. Staff need their competency assessed against The National Safeguarding Competence Framework.	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 clients.	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 based on the needs of the current clients.	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	Overall this outcome was met. A formal way of demonstrating service users are encouraged to be as involved as possible with the shopping, food preparation and cooking process should be considered. There were two choices at each meal time and the service users spoken to during our visit also verified other choices were available if they didn't like what was on the menu.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was partially met. Consideration to good hand hygiene was not evident in the care planning process. The home was very clean whilst we were there however a formal cleaning schedule should be introduced that could be signed off on a weekly basis by an appropriate person.	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 direct staff to inform the safeguarding team of any medication error or omission by completing the required documentation.	Fully met	2
			Score	5

Total Scored	44
Maximum Score	56
Percentage scored	79%