

Quality Outcomes Report 2015



North Tyneside Council

Brighter Futures
June 2015



North Tyneside Council

Quality Outcomes Report 2015

Name of Service:	Brighter Futures
Date of Visit:	25th & 26th June 2015
Manager:	Simon Luddington
Person in Charge on day of visit:	Simon Luddington
Contracts Team Officers:	Bev Gosling / Nina Dixon

Outcome Scoring:	
Not Met =	Poor evidence of outcome being met
Partially Met =	Good evidence of the outcome being met /majority of evidence is in place
Fully Met =	All evidence is in place

SUMMARY;

Brighter Futures is a community based Recovery Service for adults with enduring mental health. The service was set up as a modern day alternative to traditional day services in that they have no 'fixed building' and access a range of community settings to deliver support. Activities are delivered by 'Recovery Coaches' who work with clients on a 1:1 basis and offer group sessions. The service has not received as many referrals as originally expected when the service was commissioned. Many of the clients have been accessing the service for a number of years and seem either unwilling or unable leave to access other services. Discussions with clients over the course of the visit highlighted that they thought very highly of the service and all felt their mental health would be affected if they did not attend. They advised accessing the service - in particular the groups offered them peer support, friendship and reduced isolation - especially following periods of illness. They also advised if they felt their mental health was declining they would ring Mental Health Matters. It was clear that this was an added benefit of the service.

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
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
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	Overall this outcome was met however, it was not always easy to ascertain from the documentation if the goals identified in support plans were met. This was discussed with the Manager during the visit and it was agreed that this is an area that needs further development within the current staff team.	Fully met
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was fully met.	Fully met
1. Score			6

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
2. People are supported by excellent staff	2.1 Comprehensive training procedures ensure staff have access to up to date knowledge and skills	Overall this outcome was met. Mental Health Matters use a learning and development system/manual, which directs staff to have undertaken induction training most appropriate to their role, which is largely centred around mental health. Some mandatory training had lapsed over the previous year, however there had been training booked in the near future which would bring staff up to date.	Fully met
	2.2 Staff are supported to undertake their duties	This outcome was fully met. Although the services has benefited from Volunteers in the past, the Manager advised that at this point in time there were no volunteers working into the service however, they work closely with Northumbria University providing 9 week placements to their OT students.	Fully met
	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. 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	Overall this outcome was met. Although there was evidence of a care file audit system being in place, it had not been utilised fully recently. This was discussed during the visit and acknowledged by the Manager as an area for improvement.	Fully met
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	Overall this outcome was met however, there was no evidence that staff were aware of or had training in the use of the response plan. Advice was given to the Manager of different ways this information could be shared.	Fully met
	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	This outcome was partially met. References had not been verified by the Manager. The Recruitment of Ex Offenders Policy directs Managers to note discussions with candidates where convictions have been disclosed. It does not refer to a risk assessment process which would be considered good practice.	Partially met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	3.4 Effective staff management ensures the right numbers of staff are available at the right time and are equipped to carry out their duties	This outcome was fully met.	Fully met
	3.5 Robust financial procedures ensure people retain as much financial independence as possible and are protected from financial abuse	This outcome was not measured as the service does not take responsibility for anyone's money.	Not applicable
			3. Score 7
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	Not all of the sub outcomes were applicable for this service. Those that were applicable were measured and this outcome has been fully met. The service has a Health and Safety Policy and is also accredited with CHAS. Due to the service model utilising space in community venues, sub outcomes in relation to Fire Risk Assessment were not applicable however the provider does carry out a general risk assessment for all of the various premises utilised. PEEPS were not applicable based on the needs of the people using the service.	Fully met
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination and harassment	This outcome was fully met.	Fully met
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was fully met.	Fully met
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	This outcome was fully met.	Fully met
			4. Score 8

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
5. People experience dignity and respect	5.1 People are able to engage in meaningful activity and occupation	Overall this outcome was met. There are different groups running over the course of the week such as the Walking Group, Cooking Group and the Allotment Group, which are attended by a cohort of long standing clients. It was acknowledged that numbers attending the group sessions had decreased, and this was partially due to the lack of referrals into the service. Clients confirmed that they are involved in choosing group activities, however this is done on an informal basis. It was recommended that these decisions be formally recorded moving forward.	Fully met
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was fully met.	Fully met
	5.3 People are proactively involved in services	Overall this outcome was met. We were able to evidence client surveys had been undertaken however there was no evidence of an action plan being formulated as a result of the findings. It is apparent that client users are consulted informally on a frequent basis, however findings are not always recorded.	Fully met
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met.	Fully met
	5.5 Privacy is a valued part of everyday life	Due to the nature of the service, this outcome is not applicable.	Not applicable
	5.6 People experience a sense of belonging and being a valued part of the community	This outcome was fully met. It was positive to note that Community Matrons are invited to the service to deliver wellbeing checks to clients.	Fully met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	5.7 People have timely and appropriate access to information	This outcome was fully met. Brighter Futures is very proactive with regards to inviting people into the service to keep clients informed about subjects such as Fire Safety, How to stop Smoking and Healthy Eating. It was confirmed by an employee of the CCG during the visit whose job it is to engage with hard to reach groups, that she often accessed this service to collate clients views on various subject matters.	Fully met
			5. Score
12			
6. People are protected from avoidable harm and are cared for in a safe environment	6.1 The Mental Capacity Act 2005 procedure is effective and ensures people are treated with dignity and are protected from harm	Although this outcome is not applicable to the service, staff are aware of the policies and access relevant training.	Not applicable
	6.2 Excellent safeguarding procedures ensure people are protected from harm	Overall this outcome was met, however there was no evidence that safeguarding was proactively raised in either 1:1 sessions or staff meetings It was recommend that safeguarding be a standard agenda item in both moving forward.	Fully met
	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 this service.	Not applicable
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was not applicable to this service. It was positive to note however that risk assessments had been carried out for all community settings that were utilised.	Not applicable
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was not applicable based on the current needs of those attending.	Not applicable
			6. Score
2			
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 is not applicable. Meals are not part of service provision.	Not applicable
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was fully met.	Fully met
	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	This outcome was not applicable. The service is not responsible for any aspects of medication.	Not applicable
			7. Score
2			

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
8. Transport	8.1 Transport arrangements meet the needs and requirements of service users and support the objectives of day care provision	This outcome was not applicable. The service does not provide or is responsible for any transport arrangements.	Not applicable
8. Score			0
Total Scored			43
Maximum Score			44
Percentage scored			98%