

# Quality Outcomes Report 2015



## New Beginnings September 2015



Name of Service:	New Beginnings
Date of Visit:	9th & 10th September 2015
Manager:	Claire Gray
Person in Charge on day of visit:	Claire Gray
Contracts Team Officers:	Audrey Keville & 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;**

New Beginnings support twelve people at nine ISL and ISF services contracted by North Tyneside in the borough. This was the first time that ISF services had been included in the Quality Monitoring in this way. It was not practical to include one of these for a single service user who was in hospital at the time of the visits. New Beginnings have good well organised support plans, which follow a consistent format and enable relevant information to be found easily. Some advice was given regarding developing and updating aspects of documentation to better support and evidence good practice. Services were found to be highly personalised with a great deal of community involvement. Comments from staff and service users were very positive.

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. The services were set up as a result of a tendering process.	Fully met	2
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	This outcome was fully met. Support plans were comprehensive, informative and easy to understand. It would however be beneficial to date information regarding routines and preferences to ensure it remains current.	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. 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.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
2. People are	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was met overall. Observations and discussions indicated very positive morale. A staff survey had been completed and though the results had not been analysed, there was evidence of resulting actions. It would be good practice to analyse results of surveys as it would act as a benchmark.	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. There were regular audits regarding finance, records and Health & Safety, however these did not link together as a whole and actions were not always clearly identified. It was suggested during feedback that a method of cross referencing the many audits undertaken would assist in highlighting actions and feed into the quality assurance system. Although individual accidents and incidents were recorded and addressed, the collective review was only done annually. It would be good practice to review all accidents and incidents more regularly to enable any trends to be identified.	Partially met	1
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was partially met. Some aspects of Business Continuity were addressed in service files and information was available to "grab" on hospital admission. A Disaster Recovery Plan had been developed in outline to be individualised to each service. This should include loss of key staff, loss of I.T. loss of communication, loss of premises and Financial Problems. It would be helpful if this information was all together in a format to be easily accessed.	Partially met	1
	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	This outcome was met overall. Satisfactory references and other checks were in place on all the files viewed. The provider carries out initial DBS checks but does not renew all of these every three years. A sample are renewed however each year. Staff do not all complete an annual declaration in this respect but are reminded by memo that random checks are made and if there have been any change in the previous year to their status they are required to declare this to management. During feed back it was suggested that as an alternative to best practice management could ask staff to sign a declaration each year during their annual appraisal. The recruitment Policy had been signed off as reviewed but still referred to CRB checks rather than the DBS system. As had been advised the previous year, more detail is needed regarding the procedure if there is any positive trace.	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 provider ensures the services are supported by a staff team who have the right skills, knowledge, experience and competencies to carry out their duties. The numbers of staff are implemented as social work assessments dictate.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
	3.5 Robust financial procedures ensure people retain as much financial independence as possible and are protected from financial abuse	This outcome was met overall. There were good systems for providing support with finances and auditing financial records. It would be good to have a very clear statement regarding payment for staff meals when supporting service users. Though it was not written down there was already a good shared understanding of this. Lockable facilities in some services could be improved; (cash tins which could be easily removed.)	Fully met	2
			<b>Score</b>	<b>8</b>
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. There was a detailed Health & Safety Policy but it did not describe consultation with staff, though in practice Health & Safety was a topic on the agenda at meetings. Fire Risk Assessments were on file, some by New Beginnings some by the Housing Associations. For the latter it was not always clear that actions had been addressed. Personal Evacuation Plans were in place but almost all read exactly the same. These need to be personalised. Accidents, incidents and notifications should be audited on a monthly basis.	Partially met	1
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was fully met however Equality Impact Assessments could be better evidenced.	Fully met	2
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was met overall. There were records of complaints but these did not always provide a complete audit trail of responses and actions. There was evidence of the complaints procedure being well publicised and available in audio and easy read formats, though a fuller range of contact numbers could have been made available to include North Tyneside Commissioning and CQC.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	This outcome was met overall, however guidance in the staff handbook regarding mobile phones and social networking should be included within the actual policy.	Fully met	2
				<b>Score</b>
	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met.	Fully met	2
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was fully met.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
5. People experience dignity and respect	5.3 People are proactively involved in services	This outcome was partially met. Surveys were carried out though not clearly analysed to inform actions. Service users' views were sought on a day to day basis. There were plans to involve service users in staff interviews but they were already very closely involved in the process of matching staff to individual services. Service users were not formally involved in recruitment but new staff carefully matched to services.	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.	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 partially met. There was a good standard Service User Guide but this did not include information on Safeguarding or how to access information. It would be good to update the guide to include this information. Information on Safeguarding should be provided as part of the welcome to new service users. It would be good to provide this afresh to those who have relied on New Beginnings for some years.	Partially met	1
			<b>Score</b>	<b>13</b>
ected 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	This outcome was met overall. In practice New Beginnings work closely with North Tyneside regarding Safeguarding but much of the documentation referred to Newcastle and not North Tyneside. There was good evidence that safeguarding was discussed at staff meetings and in supervision, however little evidence that information on safeguarding was made available as part of service user guides or otherwise promoted to service users.	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 was fully met so far as applicable at this time. Appropriate actions were taken regarding those few service users with a tendency to fall.	Fully met	2
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was fully met.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
6. People are protected	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was fully met so far as applicable at this time. Several people use bath hoists and one uses a walking frame. Support plans were in place regarding this. There are some pieces of kitchen equipment which have been chosen to suit service users' needs.	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.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was fully met.	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 partially met. The Medication policy should be developed to cover ordering and disposal of medication. Though no controlled drugs are administered it would be good to have a policy to cover this possibility. The policy should explicitly state that no medication is left to be taken at a later time. The link between errors and Safeguarding should be explicit. From discussion these all appeared to be satisfactory in practice but should be encompassed in the policy.	Partially met	1
			<b>Score</b>	<b>5</b>

<b>Total Scored</b>	<b>55</b>
<b>Maximum Score</b>	<b>60</b>
<b>Percentage scored</b>	<b>92%</b>