

Quality Outcomes Report 2015



North Tyneside Council

New Prospects Day Service May/2015



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Name of Service:	New Prospects Day Service
Date of Visit:	21st & 22nd May 2015
Manager:	Craig Nicolson
Person in Charge on day of visit:	Craig Nicolson
Contracts Team Officers:	Audrey Keville & Wendy Gray

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;

New Prospects Day Service occupies rooms on the ground floor of New Prospects' headquarters, which also has office space and New Prospects' administrative base. Previously a hotel, the building has been thoroughly refurbished for its current use and is situated in Whitley Bay within easy reach of the sea front and a wide range of resources. There is parking at the front for the minibus and other transport and the day service has its own entrance. The main facilities consist of a very large room with a kitchen area, tables, comfortable seating and a large space which can be used for music or other activities. The day service has its own WC facilities, a large storage space for drama props, sports and art equipment. There is access to a room in the main reception for private meetings or to withdraw from the main service. The service presented as a busy, lively and welcoming. Some sessions are timetabled such music with a number of volunteers and service users attending only for the specific session. There was a good range of activities on offer and a flexible approach which allowed people a good deal of choice.

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	This outcome was fully met. Support plans were very clear and individual goals identified.	Fully met
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was met overall. There were clear and relevant positive risk assessments and a policy to underpin this. Annual review dates were identified for risk assessments. This seemed rather a long timescale, though it was understood that an earlier review would be triggered if circumstances changed.	Fully met
			1. 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	This outcome was fully met.	Fully met
	2.2 Staff are supported to undertake their duties	This outcome was fully met.	Fully met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	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	This outcome was fully met.	Fully met
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was partially met. There was a Business Continuity Plan which was reviewed annually and shared with staff. However this should be further developed to cover loss of key staff, loss of I.T. facilities or communication and financial problems. Plans for pandemics and severe weather which are currently separate should be included within the Business Continuity Plan.	Partially met
	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	This outcome was fully met.	Fully met
	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 met overall. There were sufficient staff and volunteers to provide a flexible and responsive service. Although each individual had a needs analysis it would be good practice to develop this on an overall basis to inform staffing requirements.	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 fully met.	Fully met
			3. Score 9
	4.1 Effective Health and Safety procedures ensure people are cared for in a safe environment	This outcome was met overall. Advice was given to list staff and volunteers and record when they take part in a fire drill or fire training to ensure no one misses out on updates.	Fully met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
4. People benefit from a transparent, consistent and equitable service through effective policies and procedures	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination and harassment	This outcome was met overall. It would be good practice to make reference to short listing and interview panels when the recruitment policy is next reviewed.	Fully met
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was partially met. Copies of the Complaints Policy were displayed and made available in accessible format. However these did not include contact details for North Tyneside Council. A log was in place to record complaints and compliments but there had been no entries since April 2013. From thank you cards displayed on notice boards and minutes of meetings there had clearly been things which it would have been good to record here.	Partially 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
5. People experience dignity and respect	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. There was a fantastic range of activities on offer both within the centre and in the community.	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	This outcome was fully met.	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	This outcome was fully met.	Fully met
	5.6 People experience a sense of belonging and being a valued part of the community	This outcome was fully met. The service is very well connected with the rest of the community.	Fully met

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
	5.7 People have timely and appropriate access to information	This outcome was partially met. There are regular newsletters and the notice boards are well used. The Service User Guide includes a lot about activities on offer. However this should be developed to include information on complaints, safeguarding and advocacy as well as termination of the service and access to information.	Partially met
			5. Score 13
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	This outcome was fully met. There was a good awareness of MCA and forms on file recorded capacity to consent to the placement. The view was that the service would play a supporting role rather than a lead in judging capacity regarding any major decisions.	Fully met
	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was fully met.	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 met overall. Though not a major factor for most of the service users, there was one person who had a tendency to fall. Support had been developed in response to this. It would be good practice for the general environmental risk assessment to encompass falls prevention factors such as indoor and outdoor floor surfaces, lighting and so on.	Fully met
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was fully met.	Fully met
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was not appropriate to the service at the time of the visit.	Not applicable
			6. Score 8
	7.1 People's nutritional needs are comprehensively met and dining is a positive experience for all	This outcome was not appropriate to the service as no meals are provided. Service users bring packed lunches. Good nutrition is encouraged through posters and workshops on healthy eating.	Not applicable

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
7. People experience improved health and well-being	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was met overall. It would be good practice for cleaning rotas to be signed off by a senior member of staff.	Fully met
	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	This outcome was fully met. There is only one service user at present who needs assistance with medication. She looks after it herself but is prompted by staff who record on MARS that she has taken it. This is the subject of a Positive Risk Assessment.	Fully met
7. Score			4
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 met overall. It would be good practice for timetables of routes to be documented rather than being informally held. Drivers are also support workers so are fully informed of support plans as well as information specifically required to support people on transport.	Fully met
8. Score			2
Total Scored			55
Maximum Score			58
Percentage scored			95%