

Quality Outcomes Report 2015



North Tyneside Council

NEW PROSPECTS HEAD OFFICE SEPTEMBER 2015



North Tyneside Council

Name of Service:	New Prospects Head Office
Date of Visit:	3rd & 4th September 2015
Manager:	Michelle Dodds
Person in Charge on day of visit:	Michelle Dodds
Contracts Team Officers:	Bev Gosling & Nina Dixon

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 Prospects support a large number of people with a learning disability in their own home. The properties are owned by either Private Landlords, North Tyneside Council, and in some cases part owned. All properties are in good condition and are well maintained. Clients have a full and active life and are supported by staff that are well trained and knowledgeable about the clients they support. Comments from carers were very positive. It was evident that they felt New Prospects were a good organisation that cared for the people they support.

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. It would be good practice to archive paperwork such as the monthly reviews as many of them were dated as far back as 2011.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	Overall this outcome was met however risk assessments were not always signed by the client or their representative.	Fully met	2
			Score	6
re 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.	Overall this outcome was met. Some mandatory training was out of date however where this was the case the relevant training had been booked. Staff are expected to complete their Diploma Level 2 in Health & Social Care after the induction period. It was positive to note that many staff had attained their NVQ Level 3.	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 a	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. New Prospects are pro-active in driving up quality throughout their services. A self assessment was made available to Commissioning Officers during the visit.	Fully met	2
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was fully met.	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. Hours which are delivered into the ISL's are dictated by social work assessments. New Prospects have their own bank staff which are used to cover any staff shortages. It was positive to note the same bank staff are used in each ISL when possible as this provides continuity for the individuals supported.	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. Although there are processes in place for staff to follow, there seemed to be some confusion with regards to how much the clients' contribution should be when purchasing meals / drinks in the community. This should be reinforced with all staff moving forward. Inventories were not in place for all clients	Fully met	2
			Score	10
ent, consistent and equitable policies and procedures	4.1 Effective Health and Safety procedures ensure people are cared for in a safe environment	Overall this outcome was met. Health & Safety is discussed at both team meetings and at house meetings with the clients. Across all the ISL services the clients who had capacity had a good understanding of fire evacuation. Not all services had a 'Grab & Go' bag (or alternative) in place. It would be good practice to implement a consistent approach in relation to this across the board.	Fully met	2
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was fully met. New Prospects recruitment procedures include standardised paperwork to help them match staff with clients.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
4. People benefit from a transparent service through effective p	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was fully met. A Policy regarding complaints, compliments and queries is made available to clients in and easy to read version. It was positive to note it also included asking clients if they liked the staff they worked with. A new process in the shape of a 'complaints card' which was self addressed and pre stamped had recently been implemented. The clients we spoke to found this very helpful	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 data protection and the registration number is Z592741X	Fully met	2
			Score	8
5. People experience dignity and respect	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. It was evident in all the different services that people are supported to live full and active lives.	Fully met	2
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was fully met. There is a Friendship Group in place which promotes making friends.	Fully met	2
	5.3 People are proactively involved in services	Overall this outcome was met. Ways to include family members or significant others in the recruitment process should be explored. It would be good practice to evidence actions from the questionnaires have been completed.	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	Overall this outcome was met. There is a Key Holding Policy in place however if a person is not able to hold their own key the rationale behind this is not incorporated into their care plan.	Fully met	2
	5.6 People experience a sense of belonging and being a valued part of the community	Overall this outcome was met. It was evident that people are supported to be a valued member of the community whenever possible. We were able to evidence some good links had been made with neighbours.	Fully met	2
	5.7 People have timely and appropriate access to information	This outcome was fully met.	Fully met	2
			Score	14
for in a safe	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. During discussions with Team Leaders and from evidence in files viewed, it was evident that further training would be beneficial to staff in relation to the completion of MCA1 & MCA2 documentation.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
6. People are protected from avoidable harm and are cared in a safe environment	6.2 Excellent safeguarding procedures ensure people are protected from harm	Overall this outcome was met. Safeguarding is promoted fully throughout the company with staff and clients alike. Detailed safeguarding logs were in place, and all staff undergo annual safeguarding competencies. Although New Prospects have a list of approved contractors that they use, the Safeguarding Policy should be expanded to include the suitability of people entering the home and others who the provider commissions to carry out work (such as maintenance) that would involve direct contact with users of the	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 fully met. There is a robust reporting process for reporting falls.	Fully met	2
	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 fully met.	Fully met	2
			Score	10
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. Daily records of what clients have eaten are recorded in the Daily Records File. Although New Prospects promote healthy eating wherever possible, we were able to evidence through house meetings, discussions with clients and staff, that people have choice over what they eat.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	Overall this outcome was met. Cleaning regimes were not always signed off by the Team Leader. It was not always possible to ascertain when substantial cleaning such as, taking down the curtains, cleaning the windows etc were planned or carried out.	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 fully met. Within Medication Policy and procedures it would be good practice to explain the process to be followed should individuals take medication to day service/outings etc. This process should also be reflected within individual support plans to describe the arrangements according to the needs of individuals.	Fully met	2
			Score	6

Total Scored	60
Maximum Score	60
Percentage scored	100%