

# Quality Outcomes Report 2015



North Tyneside Council

Parkside  
September 2015



Name of Service:	Parkside
Date of Visit:	15th September 2015
Manager:	Sean Todd
Person in Charge on day of visit:	Sean Todd
Contracts Team Officers:	Bev Gosling and 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;**

Parkside is a residential bungalow that accommodates four people with a physical/learning disability. The home has a warm and friendly feeling, is well decorated and has spacious well kept gardens to both the front and rear of the bungalow. The rapport between the staff team and the service users was very good, and it was clear that staff were able to understand and communicate with the service users very well. It was positive to note that some of the actions highlighted in last years report had been rectified.

CIC are in the process of updating all their policies. It was however evident during the visit that the Manager had difficulty accessing the requested policies as the system was difficult to navigate around. It was discussed that this may be problematic if a staff member should need to refer to a policy, as hard copies were not kept at the service. Moving forward staff would benefit from training on how to use the system or alternatively up to date paper copies of all policies be kept at the office.

During the visit we were able to speak to 1 family member who advised she was very happy with the care her daughter received at Parkside. She said her daughter was very happy and 'loved living there' She advised the Manager operated an open door policy and felt able to communicate to him or any member of the staff team with any issues she may have. She advised she felt fully included in her daughters care and said 'she could not speak highly enough about the service or its staff team.

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
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 partially met. Evidence that service users or appropriate others were involved in the care planning and review process was not always evident. Key worker reviews were very thorough. Although staff were aware of service users life history, this information was not fully transferred to the care plans. Care plans were not always updated once a review had been carried out. It was difficult to evidence service users had regular visits to/from GP's, Dentists etc as this information was not always recorded in the care plans. Staff did however record this detail in the communication book. It was recommended that information should be transferred to the care plans moving forward.	Partially met	1

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
1. People benefit	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was partially met. As highlighted in last years report there is no specific Positive Risk Taking Policy in place, however risk taking is covered to some degree in the Health & Safety Policy and the Safeguarding Policy. Risk assessments were not always signed by the service user or their representative. Although service users are supported to take positive risks to some degree, this was not always evident in the paperwork. The Manager was able to give an example of how one of the service users who lived at Parkside had reduced his dependency on staff.	Partially met	1
			<b>Score</b>	<b>4</b>
2. People are 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 service users receiving the service.	This outcome was fully met. There is a robust system in place that alerts the Manager when mandatory training is due. It was positive to note that all staff had achieved their NVQ Level 2.	Fully met	2
	2.2 Staff are supported to undertake their duties	Overall this outcome was met. Although supervisions were regular and covered all areas it would be good practice to expand upon the content recorded.	Fully met	2
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	Overall this outcome was met. The Manager advised Head Office had sent out annual staff satisfaction surveys however findings and any actions had not yet been shared. Discussions with staff during the course of the visit showed that staff moral was good within the home.	Fully met	2
			<b>Score</b>	<b>6</b>
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. An annual satisfaction survey had been sent out to relatives however non of those had been returned. It would be good practice to include stakeholders and professionals in the distribution of this survey moving forward. Regular audits are carried out by the Area Manager, as well as annual audits by the Performance Department and Managers from different homes.	Fully met	2
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	Overall this outcome was met. The Business Continuity plan had been successfully tested recently however, as highlighted in last years report, the Business Continuity Plan should be expanded to include consideration to alternative accommodation other than CIC homes should the home need evacuated. A flood recently highlighted this as an issue. The Manager tried to relocate service users to 2 different hotels, only to find one had no vacancies and one was no longer in operation before placing some service users in other CIC properties and another going back to her parents house.	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. There is a clear key working system in place and any shortages in staff are covered by Parkside staff team or on occasion, CIC internal bank staff.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
3. Mar	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. Inventories to record items of value should be implemented.	Fully met	2
			<b>Score</b>	<b>10</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. The Health & Safety Policy was under review. The Manager did have a copy of a Health & Safety Policy electronically however it was out of date and had not been signed by a senior person from CIC. The Manager had 2 different files that held paperwork relating to Health & Safety & Fire. Much of the paperwork was out of date and had been superseded by new paperwork. It was recommended that old paperwork be archived in order to make it clearer to staff what documents they should refer to. Fire Evacuation was covered in the Moving & Handling Risk Assessment and held in the service users file. It was discussed with the Manager that risk assessments should be implemented for those residents who would not be able to summons assistance in an emergency. As all service users are wheelchair dependent and fall into the high risk category it would be good practice to implement a 'grab & go ' bag which held personal evacuation plans, and emergency contacts etc and could be easily accessible in an emergency.	Partially met	1
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was partially met. Equality Impact Assessments were not carried out when implementing or reviewing policies. Although CIC do have a Gender Sensitive Caring Policy, it was recommended that service users or their advocate be formally asked their choice around the gender of the carer to carry out any personal tasks and this be recorded on the care plan.	Partially met	1
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was fully met. During the visit we spoke to a family member who confirmed she was aware of the complaints procedure. She also advised that the Manager operates an open door policy and is open to any suggestions she may have in relation to her daughters care.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. Although there is not a specific policy around the use of mobile phones and photographic equipment in relation to safeguarding, these issues are covered to some degree in the staff handbook. The service is registered under data protection and the registration number is Z51679823	Fully met	2
			<b>Score</b>	<b>6</b>
3 respect	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. Keyworker meetings are a useful tool to explore what activities the service user has done over the last month, which of those have worked, and any new activities they want to try over the next month. service users enjoyed a range of activities such as handball, music therapy, going to Alan Shearer Centre and accessing the community.	Fully met	2
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was fully met. It was positive to note that neighbours are invited to BBQs and social gatherings. Through discussion with a family member it was confirmed that families are very involved in the service and are invited to parties at Christmas and Halloween etc.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
5. People experience dignity and	5.3 People are proactively involved in services	This outcome was fully met. During the visit a family member advised that both she and her daughter were fully involved in the service.	Fully met	2
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met. Once of the service users was in the process of linking in with an advocate.	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. It was positive to note that neighbours are invited to the bungalow to attend BBQ's.	Fully met	2
	5.7 People have timely and appropriate access to information	This outcome was partially met. We were advised the service user handbook was in the process of being reviewed. Head Office was not prepared to submit an old handbook as the information in it was out of date. CIC no longer produce newsletters however service users who have capacity use a social networking site called 'YAMMER' and are encouraged to attend forums and use internal chat rooms.	Partially met	1
			<b>Score</b>	<b>13</b>
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. There was some good evidence that capacity was considered at the appropriate times. It was positive to note one of the service users without capacity had a best interest decision in place for the use of a lap belt while in his wheelchair.	Fully met	2
	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was fully met. There is a 'Safety Handbook' in an easy to read format which is available to service users and has been sent out to all families and carers. The Safeguarding Policy should be expanded to include protection factors around the suitability of people entering the home and who the providers commission to carry out work within the service.	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 to this service at the time of the visit.	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 fully met.	Fully met	2
			<b>Score</b>	<b>8</b>
ved health	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

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
7. People experience improved and well-being	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 fully met. There is a procedure in place that ensures two staff administer all medication (not only controlled drugs). One member of staff signs to confirm the medication has been taken from the blister pack and the other to confirm medication has been taken.  It was positive to note that after every shift a medication audit is carried out.	Fully met	2
			<b>Score</b>	<b>6</b>

<b>Total Scored</b>	<b>53</b>
<b>Maximum Score</b>	<b>58</b>
<b>Percentage scored</b>	<b>91%</b>