

Quality Outcomes Report 2015



North Tyneside Council

RICHMOND FELLOWSHIP (PEALE TOWER) OCTOBER 2015



Name of Service:	Richmond Fellowship/Peale Tower
Date of Visit:	22nd & 23rd October 2015
Manager:	Vicky Grieves
Person in Charge on day of visit:	Karyn Ainsley
Contracts Team Officers:	Bev Gosling/Kylie Marti

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;

Peale Tower is a Therapeutic Community for Adults with Personality Disorders and is situated in the centre of North Shields close to all local amenities and transport links. It offers 8 units of support across 2 properties, 12 Alma Place and 48 Alma Place. Both properties are very spacious and are well decorated throughout. The service is staffed 24 hours per day by a team of staff who are well trained and well supported to deal with clients who have a personality disorder. We spoke to 1 client during the course of the visit who advised us that staff were 'brilliant' and 'never gave up on people'. She also advised that with staff support she now recognises the triggers to her mental health decoration and has a plan that would be instigated immediately. She also advised that she now feels she is in a position to think about living independently and this could not have been possible without the support of Richmond Fellowship.

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. All documentation is held on an electronic system called 'Capita'. All clients who access the service have been diagnosed with a borderline personality disorder and all referrals have a FACE Risk assessment in place along with any other associated documents such as physiotherapist report etc.	Fully met	2
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	This outcome was fully met. Each client has a person centred support plan and the 'Outcome Wheel' is used to set goals, track client progress and identify long and short term goals. The 'Capita System' will send keyworkers an alert when reviews etc are due to be carried out. It was not always clear to see when clients have attended or were scheduled to attend GP appointments etc as this detail is currently recorded in the case notes on the electronic system.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was fully met.	Fully met	2
			Score	6

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
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 clients receiving the service.	This outcome was fully met. Staff access a range of training that is relevant to the principles and rational of supporting clients in a Therapeutic Community such as suicide awareness, personality disorders and cognitive behaviour therapy. Staff had not had their competence assessed against the National Safeguarding Competence Framework as the Manager had not had sight of the documentation. It was agreed that the Commissioning Officer would send this documentation out to the Manager.	Fully met	2
	2.2 Staff are supported to undertake their duties	Overall this outcome was met. Staff have 4 weekly supervision sessions which are very comprehensive. There is also a process in place in which staff are asked to 'self assess' there performance in advance of their supervisions. Findings are then discussed with the Manager. This process appeared to work very well for both staff and Management alike. Regular staff meetings are in place however it would be good practice for staff to sign them in order to confirm their attendance or receipt minutes.	Fully met	2
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was fully met. There was evidence of annual staff satisfaction surveys being in place with associated action plans. It was also good to see that workshops are held which inform staff of the findings from the surveys. There is a range of incentives for staff which reward loyalty to the service. Feedback from both staff and residents showed staff morale within the service was very good.	Fully met	2
			Score	6
ent 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. There are robust systems in place in relation to quality assurance. Questionnaires have only recently been sent of out carers/stakeholders etc in relation to quality assurance therefore this process is not fully embedded into service delivery.	Fully met	2
	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 in place which was dated May 2015. There was no evidence that staff are trained in the use of or made aware of the plan. Advice was given that this could be done virtually in team meetings or staff supervisions.	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. It was good to note that there is a policy in place for the use of agency workers, and direct Managers to be aware that agency workers should not be used for a long term basis.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
3. Management	3.5 Robust financial procedures ensure people retain as much financial independence as possible and are protected from financial abuse	This section was not applicable. All clients have responsibility for managing their own financial affairs.	Not applicable	Not applicable
			Score	8
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 fully met.	Fully met	2
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was full met. Richmond Fellowship are committed to ensuring equality is an integral feature of service delivery. Equality Impact Assessments and guidance are in place to facilitate this process.	Fully met	2
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	Overall this outcome was met. It would be good practice to incorporate contact details of outside agencies on the complaints policy or the 'give us feedback' leaflet. There was clear evidence that clients are actively encouraged to make complaints or air their opinions. The Community Meeting is a mechanism that clients use if they want to challenge staff or each other about issues in the service.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. The mobile phone policy should be expanded to include the use of photographic equipment in respect of confidentiality and safeguarding.	Fully met	2
			Score	8
5. Dignity and respect	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. The majority of this outcome was not applicable as the whole concept of the service is to encourage clients to 'self socialise' in their free time. The service does however offer a full timetable of activity, ranging from therapeutic groups to individual support which clients must sign up to. The whole aim and purpose of the structured timetable is that it provides an environment that supports and encourages better coping mechanisms for dealing with difficult emotions. It was clear that clients are encouraged to participate in the running of the home and supported to undertake tasks such as cooking and cleaning.	Fully met	2
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was fully met.	Fully met	2
	5.3 People are proactively involved in services	This outcome was fully met.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
5. People experience d	5.4 People experience Choice and Control in every part of their life	Overall this outcome was met. The concept of the service is to have a structured timetable of activity which clients must sign up to however outside this it is clear that clients do have choice and control of their every day life. Advocacy arrangements however could be further promoted.	Fully met	2
	5.5 Privacy is a valued part of everyday life	This outcome was fully met. All clients have their own signed tenancy agreement and all arrangements in relation to access to the home are clearly set up within this.	Fully met	2
	5.6 People experience a sense of belonging and being a valued part of the community	This outcome was partially met. Although there was some evidence that clients do attend some groups such as 'Potts and Pancakes', It would be good practice for the service to carry out a Community Mapping exercise so that clients are aware of everything that is going on in the local area.	Partially met	1
	5.7 People have timely and appropriate access to information	This outcome was partially met. Although the service does have a handbook we were advised it was currently under review. It was recommended that it should be expanded to include information about complaints, safeguarding and advocacy.	Partially met	1
			Score	12
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 not applicable. Everyone who enters the service has full capacity.	Not applicable	Not applicable
	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was partially met. Further work should be carried out to promote safeguarding with clients. Contact details for outside agencies such as NTC, and Safeguarding should be included in client handbooks. Although it is the expectation that Provider will complete the National Competence Framework for Safeguarding, the Manager had not been made aware of this. It was agreed the Commissioning Officer will forward the relevant documentation to the Manager who will implement with staff. It was recommended that the Safeguarding Policy be expanded to include how the organisation covers the suitability of people commissioned to carry out repair work and who will require access to the home.	Partially met	1
	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 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. It was good to note that a member of staff has been delegated to deal with repairs	Fully met	2
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was not applicable at the time of the visit.	Not applicable	Not applicable

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
			Score	3
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. Although clients are responsible for the purchasing and cooking of their own food there is a daily communal meal that clients are expected to participate in with staff support. Clients are encouraged wherever possible to eat a healthy diet.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	This outcome was met overall. On the day of the visit both houses were clean and tidy. Staff support clients to keep the communal areas tidy however there are no cleaning rotas in place as the service tries to promote a 'family setting'.	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. All service users have the capacity to manage their own medication however there was evidence of some basic support from staff. There is a log book available for unused medication and it was clear that Service Users would return any left over medication to staff who would return to the local pharmacy. Staff signatures on the logs supported this. Weekly medication audits are conducted and any discrepancies are brought up with the individuals involved during staff supervision. There was evidence that regular medication competencies are carried out.	Fully met	2
			Score	6

Total Scored	49
Maximum Score	52
Percentage scored	94%