

Quality Outcomes Report 2015



North Tyneside Council

**ST ANNE'S
SEPTEMBER 2015**



North Tyneside Council

Name of Service:	St Anne's
Date of Visit:	10th & 11th September 2015
Manager:	Jill Wellburn
Person in Charge on day of visit:	Jill Wellburn
Contracts Team Officers:	Karina Williamson & 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;

St Anne's currently have a Head Office on the royal quays. They currently provide care and support into 5 Independent Supported Living services in North Tyneside. St Anne's have recently introduced new documentation which has resulted in staff completing support plans in the new format. Some areas highlighted in last year's report hadn't been implemented i.e. external contact details on the complaints policy, staff not being assessed against The National Safeguarding Competency Framework, Training of staff around The Emergency Plan and the testing of this plan and missing signatures on risk assessments. However, it was good to see that inventories had been completed, staff are signing the staff meeting notes, there were signed copies of regular fire drills and the clients were knowledgeable about fire evacuation procedures.

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	Overall this outcome was met. Not all support plans were signed by the clients. The clients had attended health checks however it would be beneficial to have a central place to record these as it was difficult to find the appointments in the daily notes over the past year.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	Overall this outcome was met. Not all the risk assessments had been signed by the clients.	Fully met	2
			Score	6
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.	Overall this outcome was met. St Anne's have developed new induction standards in line with The Care Certificate. We viewed the template, as there have been no new staff employed since it's introduction. As raised last year, the staff did not have their competence assessed against The National Safeguarding Competence Framework however they had completed a company Safeguarding Competency workbook.	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	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	Overall this outcome was met. We were only able to see 2012/13 staff survey.	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. There was a comprehensive Quality assurance system in place.	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. As highlighted last year, there was no evidence of staff being trained in the use of the emergency plan or that it had been tested.	Partially met	1
	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.	Fully met	2
	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. It was good to see advice given by the Commissioning Officer's last year around the implementation of inventories had been put in place.	Fully met	2
			Score	9
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 fully met.	Fully met	2
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was fully met. The complaints leaflet for clients provided outside agencies to contact however this needs to be reflected within the policy as well.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. The social networking policy needs to be expanded to include confidentiality and to safeguard the clients.	Fully met	2
			Score	8

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
5. People experience dignity and respect	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
	5.3 People are proactively involved in services	Overall this outcome was met. There had been a client survey however the results hadn't been collated. St Anne's had responded to individual concerns. It would be good practice to use the information gathered holistically to set targets and benchmark performance.	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. It was good to see regular recordings in one of the ISL's regarding the staff being invited into the clients home and receiving a warm reception.	Fully met	2
	5.6 People experience a sense of belonging and being a valued part of the community	Overall this outcome was met. As highlighted last year, it would be of benefit to the clients to complete a community mapping exercise for each service.	Fully met	2
	5.7 People have timely and appropriate access to information	This outcome was fully met.	Fully met	2
			Score	14
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.	Fully met	2
	6.2 Excellent safeguarding procedures ensure people are protected from harm	Overall this outcome was met. As raised last year, the staff did not have their competence assessed against The National Safeguarding Competence Framework however they had completed a company Safeguarding Competency workbook.	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 based on the needs of the individuals they currently support.	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
			Score	8

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
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	Overall this outcome was met. There were some clients where a MUST tool was applicable and these were found to be incomplete. These should be utilised to inform part of the support plan.	Fully met	2
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	Overall this outcome was met. Cleaning tasks were recorded within the handover however a more robust system should be implemented. This would ensure a more substantial/periodical cleaning is completed which should be signed off by an appropriate person on a regular basis.	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. The policy should reflect the need to record any medication errors as a safeguarding issue. The policy also needs to have a clear procedure for taking medication off the premises i.e. attending college, day trips, etc.	Fully met	2
			Score	6

Total Scored	57
Maximum Score	58
Percentage scored	98%