Quality Outcomes Report 2015

North Tyneside Council

St Marys View
August 2015

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Name of Service:	St Marys View
Date of Visit:	19th and 21st August 2015
Manager:	Sue Morrison
Person in Charge on day of visit:	Sue Morrison
Contracts Team Officers:	Nina Dixon and Bev Gosling

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 Marys View is a residential home for people with a learning disability. The staff team have been working within the service for a number of years and knew the people well. People supported said they felt supported well by staff in the service. At the time of the visit there were concerns with the external fire exit, which was unsafe to use. It was acknowledged that the provider had recently replaced the double glazing within the service. However there was no schedule of works (or similar document) to show when fixtures or fittings were to be updated, as they were quite dated and worn. On the day of the visit there had been a water leak through the ceiling of one clients' bedroom and it was not clear when repair work would be when officers returned for a second visit.

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. Support plans viewed showed that some clients had signed their initial support plans but their involvement in subsequent reviews. It did appear from the information within people's support plans that set routines had been developed around their wishes with regard to how the person wished to spend their time. It was difficult to see that particular long term goals or increased independence were being identified.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was partially met. The organisation does not have a formal positive risk taking policy. However it was good to see that taking people were involved in the risk assessment process. There may be scope to consider how people could be supported further with regard to independent living skills in order to promote independence and choice.	Partially met	1
			Score	5
2. ...orted by excellent ...ff	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 partially met. The training matrix could be expanded to include expiry dates for training courses. Some training had lapsed for staff. The National Safeguarding Competence Framework had not been completed by staff.	Partially met	1

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
2. People are supported by staff	2.2 Staff are supported to undertake their duties	Overall this outcome was met. Staff meetings were being held regularly and it would be good practice for staff to sign meeting minutes to acknowledge that minutes have been read.	Fully met	2
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was partially met. As reflected in previous quality monitoring reports, it would be good practice to have a system in place to monitor staff satisfaction. This could result in an action plan and provide feedback for staff on the results.	Partially met	1
			Score	4
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 partially met. There was a case tracking system in place, which enabled The Manager to identify actions to be taken as required. Accidents and Incidents are responded to through a reporting process on an individual basis. To further develop quality assurance systems it may be beneficial for the organisation to have a monthly reporting system, which would allow for action plans to be developed. At Head Office a system to disseminate new versions of policies to staff was being developed and had yet to be formally introduced. A Management review of the service was not in place, again this may be beneficial where audit plans could feed into a yearly plan ahead.	Partially met	1
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was not met. As reflected within the previous two year's quality monitoring reports, there is no business continuity plan available at the service. It was acknowledged that Head Office does have emergency contact numbers available, however a bespoke plan should be in place for the service and should clearly identify the impact of the different risk factors/ events that could affect the running of the service. Staff should also be made aware of the plan in place, with testing and review of the plan to follow on an annual basis.	Not met	0
	3.3Effective 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.	Overall this outcme was met. It would be good practice to ensure that The working time directive is addressed with opt out forms held for each staff member, where applicable. This should ensure that people don't work back to back shifts.	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. It would be good practice to have inventories in place for people, especially for larger items of value.	Fully met	2
			Score	7

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
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 not met. It was acknowledged that a Health and Safety Policy dated 2015 was in place at head office. However the policy viewed within the service was dated 2012. It was understood that the organisation is developing a more robust process to disseminate reviewed policies to service areas. Health and Safety was included within supervision sessions for staff. The Manager was reporting accidents and incidents appropriately, with remedial actions being identified on an individual report basis. It would be good practice to develop an auditing process, which would assess performance and enable trends to be identified. Clear arrangements for the consultation with staff had yet to be developed. An Immediate Notification was issued to the provider at the time of the visit as The Fire Risk Assessment was not completed by a trained person (within fire risk assessment) and it was not representative of the service building structure or bespoke to the service. Fire drills were taking place but no clear link to the evacuation plan was evident within drill discussion records. PEEPs could be expanded to cover night time and any mobility needs applicable to the individual. PEEPs should be readily available in a central file, readily available in the event of an emergency. It would be good practice to include scenarios during night time hours within fire drills for staff.	Not met	0
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination	This outcome was partially met. Recruitment procedures could be expanded to demonstrate effort will be made to include interview members appropriate to gender of candidates and exit interviews to offer the opportunity for staff to explain reasons for leaving and used to develop the service. Equality Impact Assessments are not carried out when implementing or reviewing policies	Partially met	1
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	Overall this outcome was met. The organisation has a confidentiality policy, which covers all aspects of client information. It would be good practice to include specific reference to individuals financial status is confidential and should not be shared except on a "need to know" basis. Also that Staff understand they must not borrow nor benefit either directly or indirectly from residents money.	Partially met	1
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. The organisation has a confidentiality policy, which covers all aspects of client information. It would be good practice to include specific reference to individuals financial status is confidential and should not be shared except on a "need to know" basis. Also that Staff understand they must not borrow nor benefit either directly or indirectly from residents money.	Fully met	2
			Score	4
	5.1 People are able to engage in meaningful activity and occupation	This outcome was partially met. There could be greater emphasis within support plans around people being supported to develop or sustain independent living skills. On the day of the visit people were being supported by staff to go to the local shops as requested. Support Plans could also be expanded to reflect where social inclusion could be promoted for people and following this a robust programme for activities could be developed.	Partially met	1

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
5. People experience dignity and respect	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 partially met. It would be good practice to incorporate Individuals/ families/ significant involvement in playing a validated role in staff recruitment, within the appropriate policies or procedures.	Partially met	1
	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 partially met. There could be development of a robust recorded system to determine where keys are held within the service. Within the support planning process it would be good practice to include consideration around people being supported to manage a key to their home, if this is not possible, it would be good practice to record this within the relevant person's support plan.	Partially met	1
	5.6 People experience a sense of belonging and being a valued part of the community	This outcome was partially met. The people supported had resided within the service for a number of years and had appeared to have developed set routines which the staff knew well. However it may be beneficial to consider where leisure or educational activities would support people in maintaining and developing independent living skills, where appropriate. It would be good practice to carry out a community mapping exercise, this information would be useful in sign posting people as required.	Partially met	1
	5.7 People have timely and appropriate access to information	Overall this outcome was met. Advocacy arrangement information could be included within Service User Guides. The service utilised house meetings to discuss relevant information pertaining to the service.	Fully met	2
			Score	10
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 partially met. It was a recommendation that evidence should be present within people's support plans to indicate where a person does not have capacity to agree to the placement there is evidence of where this information is held. The staff had access to MCA forms within the service. There was some evidence of people being supported to make decisions around their daily lives, however it was not clear that people's capacity was being considered as part of the process.	Partially met	1
	6.2 Excellent safeguarding procedures ensure people are protected from harm	A procedure to demonstrate staff's awareness of the whistle blowing policy could be developed. The Safeguarding policy could be expanded to include the arrangements for people entering the service to carry out maintenance work.	Partially met	1

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
6. People are protected from avoidable harm and are cared	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 met. As reflected within last years' quality monitoring report, there is one client in the service whom has has input from an Occupational Therapist with regard to mobility aid assessment. This was in relation to falls. The service does not have a system in place to monitor falls nor was there an identified falls risk assessment tool to assess people deemed at risk of falls. An environmental risk assessment would be beneficial in order to identify any risk areas around falls prevention.	Not met	0
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was not met. Repairs and maintenance requests are submitted via an online system. The Manager is required to grade the work according to high, medium or low request. This system could be developed further by recording an intended date for works and to record when completed. The manager completes checks of furniture and equipment, it would be good practice to formally record these checks. It would be good practice to have a 'schedule of works' in place to inform people of the intended renewal and maintenance programme for the internal environment within the service. At the time of the visit the external fire escape was in a state of disrepair and posed a risk to the health and safety of people, should they use it. The Manager had taken steps to minimise risk by displaying notices within the home to prevent access to this area. However there was no evidence within the service to confirm when the area would be attended to.	Not met	0
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was not applicable to the client group.	Not applicable	Not applicable
			Score	2
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 partially met. There was good evidence of people's choices and preferences being met with regard to meal times within the service. As some of the client group have been residing in the service for a number of years and are ageing, it would be beneficial to have a nutritional screening tool in place. This would enable changing needs to be identified.	Partially met	1
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	Overall this outcome was met. It would be good practice to reference the reporting procedures to Environmental Health within the Infection Control Policy. There were cleaning regimes in place, however there was scope to expand this to record when more substantial cleaning was to take place i.e. spring cleaning.	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 partially met. As reflected within last years' Quality Monitoring report, error reporting procedures should include completion of safeguarding logs. Medication Administration charts should contain photographs of the relevant client. Staff had received medication training, however there was no evidence that medication competencies had been carried out for staff within the service.	Partially met	1
			Score	4

Total Scored	36
Maximum Score	58
Percentage scored	62%