

Quality Outcomes Report 2015



North Tyneside Council

UBU NORTHERN LIFE CARE SEPTEMBER 2015



North Tyneside Council

Name of Service:	UBU Northern Life Care
Date of Visit:	14th and 15th September 2015
Manager:	Kevin Baldwin
Person in Charge on day of visit:	Kevin Baldwin
Contracts Team Officers:	Chris Clapperton and 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;

As the head office is in Harrogate the visit was conducted at the Peoples Centre in Wallsend. As Northern Life Care are operating as a virtually paperless company we were able to gain most of the information from the laptop computers used by Area Manager and Manager. The visit was positive with lots of examples of good practice. There was a clear flow of information throughout the organisation. The policies and procedures underpin the operation of the ISLs. People are kept safe and encouraged to manage themselves where possible. The opinions of clients and appropriate others linked to the service is sought and will be developed in the future. It would be worth looking at the involvement of the service users in the generation of and review of their Care Plans and risk assessments. The National Safeguarding Competence Framework is not currently being used in the organisation, however this had been forwarded to the Area Manager.

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. There was evidence that care plans are reviewed, however it would be considered good practice to demonstrate how service users / appropriate others are supported to contribute to the process.	Fully met	2
	1.3 Positive risk taking ensures people are encouraged to maintain independence	This outcome was met overall. We were not able to evidence the involvement of the clients within the risk assessment process and there were no signatures or an explanation in the records if this was not possible.	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.	This outcome was partially met. The service was not aware of the National Safeguarding Competence Framework, therefore this document was not used in the assessment of the staff within the organisation. The relevant documentation has been forwarded to the Manager for implementation. North Tyneside's Safeguarding training has been completed via the e:learning format within the first 12 weeks of employment however there would be an expectation that North Tyneside's face to face Safeguarding training is attended beyond this time and refresher training to be attended annually.	Partially met	1
	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	This outcome was met overall. The last staff satisfaction survey was carried out in 2013. Best practice would see this completed annually. It was positive to see good practice is rewarded. This takes the form of a full days pay with leave.	Fully met	2
			Score	5
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. The Manager will send a monthly report to head office. Accidents and near misses are recorded. The policies are updated annually and they are sent out to all the appropriate people.	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 the equivalent of a Business Continuity Plan called a SU Plan. It contained the information required to manage crisis. This is a general plan and would benefit from containing bespoke elements for each ISL. All the staff members we spoke to were able to demonstrate knowledge of this plan. Best practice would see this plan tested, recorded and discussed in team meetings.	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. The organisation is well staffed. There is a blend of full, part time and bank staff to cover the services. There has been 28 calendar days of sickness from the management and 87 from the front line staff. 14.7 staff have left the organisation and 0.75 are new. All of the statistics mentioned were for the 12 months 2014/2015.	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.	Fully met	2
			Score	9
4. Transparent, consistent and equitable 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 met overall. Individuals supported by UBU can be involved with the recruitment process. The UBU policy around recruitment would see the service users involved once the applicants have reached the short listing stage of the process. They would be offered to attend an interview and would be supported to prepare questions to ask the applicant. There is a leavers line which is used by staff to give or receive feedback in place of a more traditional, face to face exit interview. Gender was not considered in all care plans viewed however this was covered for one individual within their care plan.	Fully met	2

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
4. People benefit from a trusted service through effective	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was fully met.	Fully met	2
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	This outcome was fully met.	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.	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 partially met. We were informed the client surveys were in the process of being compiled and the information would be sought in due course. There was no evidence of previous surveys to observe on the day.	Partially met	1
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met. There was clear evidence that choice was being offered to Service Users supported in the ISLs. Where people had capacity there was information available to them regarding community activities.	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	Fully met	2
	5.7 People have timely and appropriate access to information	This outcome was fully met.	Fully met	2
			Score	13
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

Main Outcome	Related Outcome Measures	Comments	Outcome	Outcome Score
6. People are protected from avoidable harm and are cared for in a safe and dignified way	6.2 Excellent safeguarding procedures ensure people are protected from harm	This outcome was partially met. Best practice would see information on safeguarding more widely available in formats which are appropriate for the client group. The Manager was unaware of the Safeguarding National Competence Framework. This information has been passed on to the Area Manager. Further consideration should be offered when outside agencies are working within the services. This could be workmen, contractors and cover the potential impact on the safety of the clients. The assessments could be expanded to include always having a staff member around whilst workmen are present for example or use of a checked and vetted service. Safeguarding is discussed every month within team meetings and supervisions.	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 based on the needs of the service users 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 partially met. The environmental risk assessments should incorporate the outside spaces for each ISL.	Partially met	1
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was fully met.	Fully met	2
			Score	6
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. There were considerable efforts being made within the services to ensure professionals are involved where necessary and balanced diets are offered and encouraged.	Fully met	2
	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.	Fully met	2
			Score	6

Total Scored	53
Maximum Score	58
Percentage scored	91%