

Announced Care Inspection Report 11 March 2019



Causeway Share the Care Scheme

Type of Service: Adult Placement Agency
**Address: Mountfern Complex, 8a Rugby Avenue,
Coleraine, BT52 1JL**
Tel No: 02870347871
Inspector: Jim McBride
User Consultation Officer: Clair Mc Connell (UCO)

www.rqia.org.uk

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

Causeway Share the Care Scheme aims to promote the rights of individuals, to access respite care in the community. The scheme, through the provision of a range of adult placements, ensures that needs are met. Whilst on placement, individuals have the opportunity to share the family life of the adult placement carer, in a home from home environment.

The share the care team of staff and the adult placement carers' are committed to promoting the physical, emotional and spiritual wellbeing of the individual service users, as well as protecting them from abuse and harm. The agency currently has 157 carers and 241 service users.

The Adult Placement Scheme is part of the Northern Health and Social Care Trust's Learning Disability Team and meets the needs of adults with learning disabilities, physical disabilities and sensory impairments.

3.0 Service details

Organisation/Registered Provider: Northern HSC Trust Responsible Individual: Dr Anthony Stevens	Registered Manager: Alexander Walker
Person in charge at the time of inspection: Beverley Spence	Date manager registered: Alexander Walker - 31/03/2009

4.0 Inspection summary

An announced inspection took place on 11 March 2019 from 09.15 to 12.15.

This inspection was underpinned by the Adult Placement Agencies Regulations (Northern Ireland) 2007.

Evidence of good practice was found in relation to:

- carer recruitment processes
- induction
- communication and engagement with the service users and other relevant stakeholders
- person centred care
- matching process
- carer training
- quality monitoring
- home monitoring visits announced/unannounced
- mechanisms in place to obtain feedback and views from service users

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Beverly Spence, the person in charge, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

4.2 Action/enforcement taken following the most recent care inspection dated 11 March 2019.

No further actions were required to be taken following the most recent inspection on 11 March 2019.

5.0 How we inspect

Specific methods/processes used in this inspection include the following:

- discussion with the person in charge
- examination of records
- user consultation officer report (UCO)
- evaluation and feedback

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- the previous inspection report
- any correspondence received by RQIA since the previous inspection
- records of any notifiable events

The following records were examined during the inspection:

- quality monitoring reports
- twelve care and support plans
- statement of purpose (2019)
- carer induction handbook (2019)
- twelve carers information files

carer training records including:

- adult protection
- medication
- complaints
- fire safety
- health and safety
- epilepsy awareness
- first aid
- service users monies
- restrictive practice

Policies reviewed:

- safeguarding policy (2018)
- complaints (2018)
- induction (2017)
- risk management (2017)

- whistleblowing (2018)
- restrictive physical interventions (2017)

As part of the inspection the UCO spoke with one carer and four relatives, by telephone, on 15 March 2019 to obtain their views of the service provided by Causeway Share the Care Scheme.

During the inspection the inspector spoke with the person in charge regarding the care and support provided by the agency, carer training and carers' general knowledge in respect of the agency.

Prior to the inspection the staff were asked to distribute a number of questionnaires to service users/relatives and carers seeking their views on the quality of the service. The responses show clear evidence that people were either satisfied or fully satisfied with the quality of the service highlighting that it is safe, effective, compassionate and well led.

Comments received from the service users and their carers:

- "My family member is always treated with the utmost dignity and respect."
- "A well run service."
- "Excellent service I could not function as a family without it"
- "Excellent service very happy with the staff. We are always kept informed of all updated information and they reply quickly to calls."

The inspector would like to thank the agency staff for their warm welcome and full co-operation throughout the inspection process.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 22 March 2018

The most recent inspection of the agency was an announced care inspection.

6.2 Review of areas for improvement from the last care inspection dated 22 March 2018

There were no areas for improvement made as a result of the last care inspection.

6.3 Inspection findings

6.4 Is care safe?

Avoiding and preventing harm to service users from the care, treatment and support that is intended to help them.

The UCO was advised that training is organised annually by the agency and carers are given a choice of dates and times to attend. The carer interviewed felt that the training is of a good standard and beneficial, both as a refresher but also as an opportunity to meet other carers.

The inspector reviewed the agency's systems in place to avoid and prevent harm to the service users; this included a review of carer arrangements in place within the agency.

The agency's carer recruitment policy outlines the process for ensuring that required checks are completed prior to commencement of any placement. The person in charge stated that they ensure that carer checks are in place. Documentation viewed indicated that the agency's recruitment systems is effective for ensuring that carers are not provided with a placement until required checks have been satisfactorily completed.

The agency's induction policy outlines the carer induction programme required within the adult placement regulations.

A record of the induction programme provided to carers is retained; the inspector viewed records of individual induction and noted that they are verified by the person in charge. Discussions and records in place indicated that current carers had the appropriate knowledge and skills to fulfil the requirements of their role.

The inspector viewed details of training completed by carers; it was noted that they are required to complete induction training, a range of mandatory training and training specific to the needs of individual service users. Records of carer induction and training viewed were satisfactory.

The inspector has highlighted some of the comments made by carers following their evaluation of training events:

- "Training was clear and helpful."
- "Very clear and easy to understand."
- "Time well spent, very informative."
- "Safeguarding training is invaluable."
- "Good points made about awareness and vigilance."

The agency's procedures in relation to safeguarding adults and whistleblowing were reviewed. The 'Safeguarding' procedure provided information and guidance in accordance with the required standards. The procedure has been updated in line with the Department of Health, Social Services and Public Safety Northern Ireland (DHSSPSNI) updated adult safeguarding guidance issued in July 2015 ('Adult Safeguarding Prevention and Protection in Partnership'). The agency has highlighted the identification and role of an Adult Safeguarding Champion.

The agency maintains a record of referrals made to the Health and Social Care Trust (HSCT) safeguarding team and other relevant stakeholders, relating to alleged or actual incidences of abuse. It was identified that carers are required to complete safeguarding training during their induction programme and a three yearly update.

The inspector reviewed the agency’s arrangements for identifying, managing and where possible eliminating unnecessary risk to the service users health, welfare and safety. The agency’s protocol for assessment of needs and risk outlines the process for assessing and reviewing risk.

It was identified that the agency receives a range of relevant information and assessments relating to individual service users prior to them receiving care and support. The agency has a range of risk assessments and care plans in place relating to individual service users.

The person on charge described how the service users and /or their representatives are supported to be involved in the development and review of their care plans; records in place show that these are reviewed and updated as required. The inspector noted some of the comments from service user during their reviews:

- “I’m content with the service and want no changes.”
- “I like my carers.”
- “*****Is very good and very helpful.”
- “I’m happy living with **** and *****.”
- “My carers listen to what I want.”

Returned questionnaires from the service users indicated that safe care meant:

- Carers are always there to help you
- You feel protected and free from harm
- You can talk to carers if you have concerns.

Returned questionnaires from carers indicated that safe care meant:

- They meet the needs of the adult placed in their home
- They have received all mandatory training
- They have received safeguarding training
- They are aware of your responsibility and the process for reporting any concerning or unsafe practice.
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Areas of good practice:

There were examples of good practice identified throughout the inspection in relation to the agency’s carer recruitment processes, training, adult protection, matching process and reviews.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.5 Is care effective?

The right care, at the right time in the right place with the best outcome.

The carer and relatives spoken with by the UCO advised that they have regular phone calls and monitoring visits from the agency's staff to ensure that there are no concerns and discuss any changes to the care and support plan. Confirmation was received that the agency provides a file containing the necessary paperwork including information about the complaints procedure.

Communication was noted to be very good between the relatives, agency and carers; and it was felt that the agency's staff are approachable should they need to contact them. The UCO was advised that there is a continuity of both carers and office staff which was felt to be beneficial as it allows a good relationship to develop. One relative was able to describe how the agency handled a new placement to ensure that the person supported, relatives and the carer were all satisfied with the match.

Examples of some of the comments made by the carer or relatives are listed below:

- "No hesitation to phone."
- "Everything works smoothly."
- "It's very rewarding."
- "Always on the end of the phone."

The agency's arrangements for appropriately responding to and meeting the assessed needs of the service users were reviewed. Details of the nature and range of services provided are outlined within the Statement of Purpose (2019).

The agency's management of records policy details the procedures for the creation, storage, retention and disposal of records. Records viewed during the inspection were noted to be maintained in accordance with legislation, standards and the organisational policy. Carer and service user records viewed by the inspector were noted to be retained securely.

The person in charge could describe the methods used for assisting the service users to be effectively engaged in the development of their care plans; it was noted that carers are provided with a copy of the care plan and the service users have access to this.

The inspector reviewed the agency's arrangements in place to monitor, audit and review the effectiveness and quality of care delivered to the service users. The agency has a system in place for monitoring the quality of the service provided the process involves seeking information from the service users, families, carers and community care workers.

The inspector has included some of the comments made by the service users, carers and agency staff:

Service users:

- "I'm happy living with ****and ****."
- "I had the best Christmas ever with *****."
- "I'm very comfortable with **** and *****."
- "Relaxed and happy."

Carers:

- “I could not cope without all the continued guidance, support and help.”
- “Everything is going well with me and *****.”
- “***** interacts well with me and *****.”
- “The placement is effective and enjoyable.”

Agency monitoring staff:

- “Excellent record keeping.”
- “The placement continues to be positive.”
- “A great respite service provided.”

The agency ensures the effectiveness of the care and support by completing regular monitoring visits. Records of monitoring visits were noted to include details of the review of the agency’s systems and an improvement plan.

The agency’s systems to promote effective communication between the service users, carers and relevant stakeholders were reviewed during the inspection. Discussions with the person in charge indicated that carers communicate appropriately with the service users and where appropriate their representatives.

Returned questionnaires from the service users indicated that effective care meant:

- You get the right care, at the right time in the right place
- The carers know your care needs
- Your care plan is discussed and agreed with you
- Your care meets your expectations.

Returned questionnaires from carers indicated that effective care meant:

- They believe that the adult placed has been assessed and are in the right place for their needs to be met?
- They are kept informed of changes to the adult placed care plan
- They have good working relationships with their social worker?

Areas of good practice:

There were examples of good practice identified throughout the inspection in relation to the agency’s auditing arrangements, quality monitoring and communication with the service users and their carers.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.6 Is care compassionate?

Service users are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

The UCO was informed by the carer and relatives interviewed that staff from the agency regularly phones or visits to obtain their views of the service being provided. The people supported are also asked for their views to ensure satisfaction with the placement.

The carer and the relatives discussed with the UCO the placements and the types of activities that the people supported like to do; for example day trips, cinema, bowling, shopping or meals out. Examples of some of the comments made by the carer or relatives are listed below:

- “More than happy.”
- “Very much part of the family.”
- “XXX looks forward to it.”
- “We’re very lucky.”

The inspection assessed the agency’s ability to treat the service users with dignity, respect and compassion and to engage the service users in decisions affecting the care they receive. Discussions with the person in charge indicated that the values such as choice, dignity and respect were embedded in the culture of the agency.

Records in place evidenced the methods used for assisting the service users to make informed choices and for respecting their views and wishes.

Carers have been provided with training and information in relation to human rights and confidentiality during their induction programme. The agency has provided the service users with information relating to human rights, complaints, advocacy and adult safeguarding.

There are a range of systems in place to promote effective engagement with the service users and where appropriate their representatives in conjunction with the HSCT community keyworker; they include the agency’s quality monitoring processes; complaints process, care review meetings and carers monitoring and training updates. It was identified that the agency’s quality monitoring process assists in the evaluation of the quality of the service provided and in identifying any areas for improvement.

The agency has processes in place to record comments made by the service users. Quality monitoring reports viewed by the inspector provided evidence that the agency endeavours to engage with the service users and carers and where appropriate, their representatives in relation to the quality of the service provided.

The inspector observed the agency’s quality audits completed during 2018, in which service users and carers were able to comment on the following areas of service provision:

Carers:

- The assessment process
- The matching process
- Service user information

- Review and monitoring
- Scheme contacts
- Carer responsibilities
- Emergency contact
- Training

Comments from carers:

- “I feel well supported.”
- “Having the Share the Care team support through the whole process gives you peace of mind.”
- “Satisfied with level of support.”
- “***** couldn’t have been more helpful.”
- “I am extremely pleased with the service I receive within my role as a carer. My link worker is always at the end of the phone.”
- “When you contact the Share the Care Scheme they always deal with you in a friendly and professional manner.”
- “Training in the Share the Care Team is just excellent.”
- “Have attended all training offered and found it to be very informative.”
- “I feel that if I have a problem the team are only a phone call away.”
- “Respite team always at the other end of the phone when required, very supportive.”
- “During the review process we had an opportunity to have a frank and open discussion about respite placement.”
- “***** is very friendly and approachable, very efficient and helpful.”
- “I am very satisfied with all the processes and information I receive and especially the support I get from the social workers.”

Service users:

- Living with carers
- Carers
- Carers are good to me
- Carers listen to what I want
- Activities
- Meals

Service users Comments:

- “I attend church with my family. I am very busy.”
- “I like meeting the boys for lunch on Saturday. Playing pool at focus on a Friday and being with my friends. I also like working at the ***** café with my family”
- “On a Saturday we all go shopping to Asda in *****”
- “On a Sunday we all go the restaurant for our dinner. I really love my weekends”
- “I feel And Are good to me and give me the help and support I need. They are good and kind.”
- “I am happy living with mum and dad. We go everywhere together.”
- “I love living with my family.”
- “I feel happy and safe in the house and when we all go out together.”
- “Mum and dad listen to me and we talk about things I want to do, and places I want to go.”
- “Mum and dad listen to what I have to say. I feel I am included in all decision making about me.”

- “It is good to be able to talk to another woman about certain things; before I only had a brother and I couldn’t speak to him about these things.”

Service users are supported to participate in a six monthly review involving their HSC Trust keyworker and that care and support plans are reviewed six monthly or as required.

Returned questionnaires from the service users indicated that compassionate care meant:

- Carers treat you with kindness
- Carers ensure you are respected and that your privacy choices and dignity is maintained
- Carers talk to you about your care
- Carers support you to make decisions about your care.

Returned questionnaires from carers indicated that compassionate care meant:

- They treat adults placed with kindness, dignity and respect
- Care is delivered by you in a person centred individual manner
- They communicate with the adult placed about their care and treatment in a manner which is understood.

Areas of good practice

There were examples of good practice identified in relation to the agency’s processes for engaging with the service users, effective communication with carers individually and in groups whilst providing care in an individualised person centred manner.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.7 Is the service well led?
Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

The carer and relatives who spoke with the UCO confirmed that they receive good support from the agency’s team of staff. Regular communication was confirmed, either through home visits or phone calls to ensure that there were no concerns regarding the placement. All were aware of whom they should they contact if they had any concerns regarding the placement and were aware of the support available to them.

The agency has systems of management and governance in place to promote the delivery of safe, effective and compassionate care.

The agency has a range of policies and procedures noted to be in accordance with those as required within the regulations. During the inspection the inspector viewed a number of policies; it was identified that those viewed had been reviewed and updated in accordance with timescales.

The agency's systems for auditing and reviewing information with the aim of promoting safety and improving the quality of life for the service users were reviewed. Records viewed and discussions with the person in charge indicated that the agency's governance arrangements promote the identification and management of risk; these include provision of required policies, audit of complaints, accidents, safeguarding referrals and incidents notifiable to RQIA. The agency's complaints policy outlines the process for effectively handling complaints; discussions with the person in charge indicated a clear understanding of the actions required in the event of a complaint being received.

The agency retains a record of all complaints or compliments received. It was noted from discussions and records viewed that the agency has received no complaints since the previous inspection.

The agency has developed a carer newsletter that is provided to carers. Some of the areas for discussion include:

- The team
- What we do
- Training
- Service user involvement
- RQIA
- Client contribution
- Equipment
- Medication
- Contact details

Records viewed and discussions indicated that the agency has in place effective management and governance systems to monitor and improve quality.

The agency's quality annual review was completed showing clear positive results. The inspector noted one of the comments made by two long term carers.

"Mr and Mrs ***** reported that they felt that the service users have benefitted from being part of their family life , enjoying and taking part in activities that they had not experienced before and developing skills and confidence in many areas of daily living activities"

The organisational and management structure of the agency is outlined in the agency's statement of purpose. The registered person has worked effectively with RQIA to operate and lead the organisation in maintaining compliance with regulations. There was evidence of ongoing, effective collaborative working relationships with relevant stakeholders, including other HSCT representatives."

The agency's statement of purpose and information handbook was noted to have been reviewed and updated in (2019).

The registered person has shown an understanding of regulatory matters and led the organisation in maintaining compliance with Regulations.

On the date of inspection the RQIA certificate was noted to be displayed appropriately and was reflective of the service provided.

The inspector noted that the agency collects equality information in relation to the service users, during the referral process. The data is used effectively and with service user involvement when an individual person centred care and support plan is developed. The person in charge was able to discuss the ways in which the agency’s development and training enables them to engage with a diverse range of service users.

Discussions with the person in charge highlighted evidence that supports people’s equal opportunities, regardless of their abilities, their background or their lifestyle. Some of the areas of equality awareness identified during the inspection include:

- effective communication
- people supported involvement
- the matching process
- safeguarding
- advocacy
- equal care and support
- individual person centred care
- individual risk assessment
- disability awareness

The agency’s commitment to equality and individual person centred care is an area of positive practice and is to be commended.

Returned questionnaires from the people supported indicated that well led care meant:

- You are always informed about your carer
- You feel the service is good
- Your views are sought about your care and the quality of the service
- You know how to make a complaint.

Returned questionnaires from carers indicated that well led care meant:

- There is a culture of carer involvement in the running of the service
- There is a culture of continuous quality improvement and all carers are encouraged to bring forward new ideas and innovations
- Social workers and agency staff are approachable and open to whistleblowing or raising concerns.

Areas of good practice:

There were examples of good practice identified throughout the inspection in relation to the agency’s governance arrangements whilst focussing on best outcomes for service users.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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