

Inspection Report Adult Placement Agency

4 May 2021



Southern Health & Social Care Trust Adult Placement Scheme

Type of service: Adult Placement Agency (APA)
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Assurance, Challenge and Improvement in Health and Social Care

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1.0 Service information

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| Organisation/Registered Provider: Southern Health and Social Care (HSC) Trust | Registered Manager: Ms Angela Murnion |
| Responsible Individual: Mr Shane Devlin | Date registered: 4 January 2017 |
| Person in charge at the time of inspection: Registered manager | |
| Brief description of the accommodation/how the service operates: The Southern HSC Trust Adult Placement Scheme (Shared Care Scheme) offers long and short term placements to service users with a learning disability who have been assessed and referred by a HSC Trust professional. The scheme is located in the Newry and Mourne, Craigavon and Banbridge localities. The agency has currently placed 25 adults with 34 Adult Placement Carers. | |

2.0 Inspection summary

An announced inspection took place on 5 May 2021 from 09.15 am to 11.15 am by the care inspector.

This inspection focussed on reviewing:

- The recruitment records for carers
- Training records
- Covid-19 arrangements
- The quality monitoring records
- Care Reviews
- The annual quality report

Evidence of good practice was found in relation to Access NI. Good practice was also found in relation to all current Covid-19 guidance, the use and provision of personal protective equipment (PPE), Covid-19 education and management. It was also noted that a number of comprehensive systems of capturing feedback from both carers and service users were in place.

We would like to thank the manager, service users and carers for their support with the inspection process.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the services were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

Prior to inspection we reviewed the information held by RQIA about this service. This included the previous inspection report, any notifiable events and, written and verbal communication received since the previous care inspection.

Service users and carers were contacted to find out their views on the service.

A range of relevant documents, policies and procedures relating to the agency were reviewed.

4.0 What people told us about the service

We noted a number of questionnaires were returned from carers and service users who indicated they were very satisfied with the service.

Carer comments:

- "All is going well with *****."
- "They are always there to help."

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

The last inspection to Southern HSC Trust Adult Placement Scheme was undertaken on the 12 March 2020 by a care inspector; no areas for improvement were identified.

5.2 Inspection findings

5.2.1 Are there systems in place for identifying and addressing risks?

The agency's provision for the welfare, care and protection of service users was reviewed. The organisation's policy and procedures reflect information contained within the Department of Health's (DOH) regional policy 'Adult Safeguarding Prevention and Protection in Partnership' July 2015 and clearly outlines the procedure for staff in reporting concerns. The organisation has an identified Adult Safeguarding Champion (ASC). The Adult Safeguarding Position report for the agency has been formulated and was available for review.

Discussions with the manager demonstrated that they were knowledgeable in matters relating to adult safeguarding, the role of the ASC and the process for reporting adult safeguarding concerns. The manager could describe the process for reporting concerns.

It was noted that carers are required to complete adult safeguarding training during their induction programme and updates thereafter in line with training guidance.

Records reviewed show clear evidence of adult safeguarding training provided and details of the training content.

The agency has a system for retaining a record of referrals made to the HSCT in relation to adult safeguarding. Records viewed and discussions with the manager indicated that no adult safeguarding referrals have been made since the last inspection. It was noted that the 2020 Adult Safeguarding Champion's reports was made available for review.

5.2.2 Are their robust systems in place for Carer Recruitment?

The recruitment of carers is completed in accordance with the organisations carer recruitment process. The review of the agency's recruitment records confirmed that recruitment was managed in accordance with the regulations and minimum standards, before carers commence direct engagement with service users. Records viewed evidenced that criminal record checks (Access NI) had been completed for carers and others. Carer recruitment records viewed confirmed that all required documentation was in place as outlined in legislation and the agency's own policies and procedures.

5.2.3 Are there robust governance processes in place?

There was evidence that confirmed the agency had completed a number of monitoring visits, reviews and, an annual quality report developed.

Comments recorded in the above records from service users and carers included:

- "I'm happy in my placement an love living with ***** (carers)."
- "I love coming here."
- "I love coming to ***** all is well."
- "The quality of support is good."
- "Social work contacts are excellent."
- "Always available and quick to respond."
- "***** is always offered choices."
- "**** has adjusted to being out and about again."
- "I have good care in place and have no issues."

Comments from carers during the annual review show clear evidence of satisfaction levels.

Comments included:

- "This is an excellent service and found great support from the social workers".
- "The social worker is in frequent contact with the family via telephone and in person when able."

One carer reported the social worker to be very clear in her role and understood the need for reviews, updates on training and felt supported.

The agency maintains a policy relating to complaints and compliments; these records are recorded and managed in accordance with the agency's policy and procedure. On the day of the inspection it was noted that the agency had received no complaints since the last inspection 12 March 2020.

5.2.4 What Covid-19 arrangements were in place to support carers?

It was established that carers were made aware of Covid-19 in line with the agency's guidance documents.

Personal protective Equipment training (PPE) and were made available in easy read documents.

Confirmation of current practices relating to the following areas of guidance and good practice relating to Covid-19 was noted and included.

- Dissemination of information to carers and service users that included easy read
- Monitor carer practice
- IPC policies and guidance
- Procedures have been updated to address all current guidance in relation to Covid-19.
- Used PPE storage and disposal

5.2.5 Are there arrangements in place for carer training?

Examination of training records show that all required training was completed with carers either by electronic communication or face to face home visits.

Review of training records show that carers were satisfied with training and commented:

- "Very clear with what to do if an incident occurs"
- "Very helpful"
- "It was clear and easy to understand."
- "Supportive throughout"

6.0 Conclusion

As a result of this inspection no areas for improvement were identified. Based on the inspection findings and discussions held we are satisfied that this service is providing safe and effective care in a caring and compassionate manner; and that the service is well led by the manager/management team.

Findings of the inspection were discussed with Mrs Angela Murnion registered manager, as part of the inspection process and can be found in the main body of the report.



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