



The **Regulation** and
Quality Improvement
Authority

Southern Health & Social Care Trust
Adult Placement Scheme
RQIA ID: 10938
Drumcashel House
2a Rathfriland Road
Newry, BT34 1HU

Inspector: Rhonda Simms
Inspection ID: IN23233

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**Announced Care Inspection
of
Southern Health & Social Care Trust
Adult Placement Scheme**

8 March 2016

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of Inspection

An announced care inspection took place on 8 March 2016 from 09.30 to 14.00. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. No areas for improvement were identified and there is no Quality Improvement Plan (QIP) appended to this report. This inspection was underpinned by The Adult Placement Agencies Regulations (Northern Ireland) 2007 and the Draft Minimum Standards for Adult Placement Agencies 2005.

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Paula Clarke Southern Health and Social Care Trust	Registered Manager: Angela Murnion (acting)
Person in charge of the agency at the time of Inspection: Angela Murnion	Date Manager Registered: Not applicable
Number of service users in receipt of a service on the day of Inspection: 21	

The Southern Health and Social Care Trust Adult Placement Scheme (Shared Care Scheme) is part of a range of respite services offered to service users with a learning disability. The scheme is located in the Newry and Mourne and Craigavon and Banbridge localities. The option of shared care is identified as a result of an assessment of need, which includes the approximate level and pattern of respite required. The service is delivered by approved host carers who provide a range of short or long term placements.

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following themes have been met:

Theme 1

Carers are trained and supported to meet the needs of individual service users.

Theme 2

The agency regularly reviews and monitors the placement.

4. Methods/Process

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

5. The Inspection

Prior to inspection the following records were analysed:

- The report of the previous inspection
- Any correspondence forwarded to RQIA regarding the service.

During the inspection the inspector met with the acting registered manager, the Shared Care social worker, three service users, one community professional, and spoke with one relative of a service user and one carer. Prior to the inspection, the inspector spoke with one carer by telephone. Feedback received by the inspector is included throughout the report.

Prior to the inspection a number of questionnaires were issued to service users asking them how satisfied they were with the service provided. Four questionnaires were returned and indicated that service users were either satisfied or very satisfied:

- That they felt safe and secure on placement
- That they were happy with the person they were matched with
- That they know how to make a complaint
- That complaints are dealt with
- That they are listened to
- That they are asked how good the placement is.

Prior to the inspection a number of questionnaires were issued to adult placement carers asking them how satisfied they were with the service provided by the agency. Nine questionnaires were returned which indicated that carers were either satisfied or very satisfied:

- With the training provided
- With the support to participate in review meetings
- That the agency listen to the wishes and feelings of the person supported
- That they are provided with up to date information regarding the service user
- The support they receive as carers.

One questionnaire indicated that the carer was not satisfied with the induction programme and information provided in respect of the service user.

The results of the questionnaires were discussed with the acting registered manager to the satisfaction of the inspector.

Comments from Adult Placement Carers

'I have always been satisfied with the help and assistance provided'

'All support I got was great from the team leader'

'I have always been satisfied' (with the induction, training and provision of information).

The following records were examined during the inspection:

- Records relating to the induction of carers
- Placement agreements
- Carers' Handbook
- Carers' training records
- Records of carer group meetings
- A range of care and support plans
- HSC Trust assessments of need and risk assessments
- Care review records
- Placement monitoring reports
- Annual quality monitoring report
- Evaluation questionnaires from carers and service users/representatives undertaken by the agency
- Policies and guidance documents including those relating to: monitoring and review, whistleblowing, complaints, safeguarding
- Annual agency service evaluation questionnaires.

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an announced care inspection dated 27 March 2015. No requirements or recommendations resulted from this inspection.

5.2 Theme 1: Carers are trained and supported to meet the needs of individual service users.

Is Care Safe?

The agency has a system in place to ensure that carers receive mandatory and other relevant training. The inspector saw completed training records in respect of a range of carers, including training in relation to safeguarding, medication management, fire safety, epilepsy management and communication. Discussion with the acting registered manager and agency social worker indicated that the training needs of individual carers had been considered and responded to appropriately. The inspector received positive feedback from carers regarding their satisfaction with the quality of the training.

The agency ensures that carers have the appropriate knowledge, skills and abilities to support service users by providing mandatory and other training in response to the needs of service users. Documentation relating to the provision of appropriate information to carers was examined as part of the inspection. The inspector noted that training needs are discussed at monitoring visits to carers undertaken by the agency social worker and at annual reviews.

The inspector examined documentation relating to the process of inducting carers through the referral and matching process. It was noted that carers indicated they were satisfied or very satisfied regarding the induction programme in the questionnaires returned prior to the inspection. One carer commented they 'received a full induction to the scheme, it was what I expected'.

The inspector examined a range of carer agreements signed by all carers during induction which includes policy guidance regarding safeguarding, complaints, whistleblowing, roles and responsibilities of carers.

The acting registered manager and agency social worker emphasised that the agency may provide emergency care only in relation to people who are already known and supported by the agency.

Is Care Effective?

The agency provides written and verbal information to carers to ensure that they have a clear outline of their role and responsibilities which includes:

- Carers' agreement
- Information pack containing information including roles and responsibilities, agency guidance regarding safeguarding, monitoring and review arrangements, medication management and relevant contact details for support
- Information and care plan regarding the person supported
- Induction and ongoing training
- Regular monitoring visits and contact with the agency social worker as required.

As part of the inspection process the inspector spoke with two carers, both of whom indicated that they had received clear information regarding their roles and responsibilities. One carer stated, 'contact and support is always available'.

The inspector discussed the referral and matching process with the acting registered manager and agency social worker, and saw relevant written records. The documentation available for examination by the inspector indicated that service users were involved with the matching and introduction process to carers. A relative provided positive feedback regarding the matching process, stating, 'It was A1'.

It was noted that the agency evaluates the effectiveness of training through discussion at monitoring visits and reviews, and through an annual carer service evaluation questionnaire. The inspector noted that positive comments regarding the quality of training were recorded in annual agency questionnaires.

The agency has support mechanisms in place to support carers, including carer support events, and contact in addition to monitoring visits if required. Information provided to carers includes the contact number of the social worker and how to access out of hours support. The questionnaires sent to carers by the agency recorded positive comments regarding the quality of support provided by the agency.

Carers who provided feedback to the inspector indicated that they were aware of how to make a complaint or whistleblow. Information relating to whistleblowing is included in the information provided to carers and through training.

Is Care Compassionate?

The inspector saw written evidence of how the agency obtains the views of service users and their families in relation to their adult placement through service evaluation questionnaires, and the annual monitoring report. It was noted that the questionnaire provided to service users had been designed in a format suitable to the needs of service users. The feedback included in the annual monitoring report provided a robust assurance that the views of service users had been ascertained and considered.

Carers provided positive feedback that the agency informs them in writing of any changes to the care plans of people supported. The inspector examined examples of written confirmation of changes in the needs of the service users provided to carers. It was noted that in the documentation reviewed by the inspector, written confirmation followed a process of verbal discussion with adult placement carers.

Areas for Improvement

There were no areas for improvement included in relation to Theme 1.

Number of Requirements:	0	Number of Recommendations:	0
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5.3 Theme 2: The agency regularly reviews and monitors the placement.

Is Care Safe?

The agency maintains guidance which relates specifically to the monitoring and review of adult placements in accordance with regulations and draft minimum standards. The inspector examined records maintained in respect of announced and unannounced monitoring visits undertaken by the social worker working for the agency. An annual monitoring visit is undertaken on behalf of the registered person and the report was reviewed to the satisfaction of the inspector. A relative of a service user provided positive feedback regarding the quality of the agency's oversight of the placement.

Is Care Effective?

The inspector received feedback from carers who indicated that they are facilitated to take part in all review meetings, including monitoring visits and reviews with the HSC Trust. The inspector examined records which reflected that the needs of carers are taken into account in the arrangement of review meetings.

It was noted that a range of review minutes contained the views of carers and any actions required in response to their views. Records were kept in respect of announced and unannounced monitoring visits and provided assurance of placement monitoring. Carers who provided feedback to the inspector were satisfied regarding their experience of review processes.

In the course of the inspection one service user expressed views which the relevant community professional discussed with the inspector. It was clear that the views of the service user were taken into account and acted upon.

Is Care Compassionate?

The inspector examined a range of records which provided assurance that the views of service users and their representatives are consulted with and have their views considered in relation to service delivery. A relative provided feedback to the inspector, '**** goes to the placement and is very happy, (the carer) is so good and so kind.' The inspector noted that the views of families unable to attend review meetings were ascertained and recorded prior to the meeting.

It was noted that some service users had been referred to Speech and Language Therapy in order to assist them in expressing their views regarding their experience of adult placement. The agency provided results of an annual questionnaire to ascertain the views of people who use the service. The questionnaire was designed with the involvement of Speech and Language Therapy in order to provide the most suitable format for individual service users. Assistance to complete the questionnaire was provided by a social care worker known to the service user outside of the adult placement agency.

In the course of the inspection the inspector met two service users who were able to make their views known regarding their satisfaction with their adult placement. It was evident from discussion with service users, a community professional, and examination of a range of documents, that service users receive an individualised service and can make choices regarding the placement and activities they do. The service users who spoke with the inspector had attended their adult placement for a number of years and the carers were clearly an important part of their lives. One service user said, '**** (carer) is like a mummy to me.'

It was noted that the agency had sought the input of Speech and Language specialists to ensure that the capacity and consent of service users were appropriately considered in relation to their placement. The views of service users were clearly recorded in review meeting records.

As part of the inspection process the inspector received feedback from carers who indicated that their views were heard and considered by the agency. The agency provides opportunities for carers to meet each other in the context of training and support events. The acting registered manager and agency social worker discussed plans for future events to further improve support to adult placement carers.

During the course of the inspection, the promotion of human rights and the values underpinning the draft minimum standards were demonstrated by review of a range of documentation and discussion with agency staff and carers.

Service users' comments

'I go to ****'s house, we go shopping, I love it.'

'I've been going to ****'s house for a long time, I want to keep going.'

'I go to the review.'

Areas for Improvement

There were no areas for improvement identified in relation to Theme 2.

Number of Requirements:	0	Number of Recommendations:	0
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5.4 Additional Areas Examined

Complaints

The agency returned to RQIA a summary of all complaints received between 1 January 2014 and 31 March 2015. The agency received no complaints during or subsequent to this period.

Quality Monitoring

A report of the annual quality monitoring completed on behalf of the registered person was reviewed. The report evidenced how the agency ascertains and responds to the views of people supported, carers, and HSC Trust professionals. It was noted that service users and HSC Trust professionals provided positive feedback regarding the service provided. The annual quality monitoring report included improvement actions and progress on their completion.

The agency's monitoring reports provided assurance of a robust system of quality monitoring and service improvement.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	Angela Murnion	Date Completed	22.03.16
Registered Person	Miceal Crilly	Date Approved	15.04.16
RQIA Inspector Assessing Response	Rhonda Simms	Date Approved	20/04/16

Please provide any additional comments or observations you may wish to make below:

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