



The Regulation and
Quality Improvement
Authority

Presbyterian Board of Social Witness
RQIA ID: 11003
5 Willowbrook Lane
Millburn Road
Coleraine
BT52 1ET

Inspector: Jim McBride
Inspection ID: IN022963

Tel: 02870357702
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**Unannounced Care Inspection
of
Presbyterian Board of Social Witness**

21 August 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An unannounced care inspection took place on 21 August 2015 from 09.00 to 12.30. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. No quality improvement plan was issued during this inspection. This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

1.1 Actions/Enforcement Taken Following the Last Inspection

N/A

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.

Overall on the day of inspection the staffing arrangements and service user involvement was found to be safe, effective and compassionate. The outcome of this inspection found no areas of concern. A quality improvement plan (QIP) was not included in this report.

2. Service Details

Registered Organisation/Registered Person: Linda Wray	Registered Manager: Alan Tate
Person in charge of the agency at the time of Inspection: Alan Tate	Date Manager Registered: 06/06/2015
Number of service users in receipt of a service on the day of Inspection: 9	

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: Staffing Arrangements - suitable staff are supplied to meet the assessed needs of service users

Theme 2: Service User Involvement - service users are involved in the care they receive

4. Methods/Process

Prior to inspection the following records were analysed:

- Previous inspection report
- Incidents
- Records of contact with the agency since the last inspection

During the inspection the inspector met with two staff and the registered manager. The Service users were on their annual holiday in Enniskillen. One service user who was at home declined to speak to the inspector but did complete a questionnaire.

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

- Discussion with the registered manager/staff
- Examination of records
- File audit.

The following records were examined during the inspection:

- Three care and support plans
- HSC Trust assessments of needs and risk assessments
- Care review records
- Recording/evaluation of care used by the agency
- Monthly monitoring reports for May, June, July and August 2015
- Service users meetings minutes for March, May June and July 2015
- Staff meeting minutes for, March, May and July 2015
- Staff training records for:
 - *Support planning*
 - *Tenants finances*
 - *Vulnerable adults*
 - *Preparing support plans*
 - *Finance control*
 - *Person centred planning*

It was good to note that staff avail of training other than the mandatory training requirements.

- Records relating to staff supervision
- Complaints records

- Records relating to recruitment process
- Induction procedures
- Records of induction
- Staff rota information.

Two staff questionnaires were completed during the inspection, and four were received following the inspection. These indicated that the staff were either satisfied or very satisfied with the following:

- Service users' views are listened to
- The agency's induction process prepared me for my role
- The agency operates in a person centred manner
- Service users receive care and support from staff that are familiar with their needs.
- Staff will be taken seriously if they were to raise a concern.

Individual Staff written comments:

"The care and service provided for tenants is very good."

"Our aim is to support our service users in every way possible."

"Staff need to be consistent with service users."

"I have worked in Willowbrook for ***** years and thoroughly enjoy working here."

"I feel that all tenants are very happy."

"I will continue to off era high standard of care and support to tenants."

Service user's questionnaires

During the inspection one questionnaire was completed by a service user asking them about various aspects of their care. At the request of the inspector a number of questionnaires were left with the manager to circulate to service users for return to RQIA. Eight questionnaires were returned to the inspector.

This indicated that the service user was either satisfied or very satisfied with the following.

- The support they receive
- Staff responds to my needs
- Staff help me feel safe and secure here.

Service users' comments:

"I am very happy in Willowbrook."

"The staff are always very helpful and supportive."

5. The Inspection

Willowbrook Lane, based in Coleraine, provides domiciliary care in a supported living environment for nine adults with learning disability and is managed by the Presbyterian Board of Social Witness; hence the service has a Christian ethos. Services provided include assistance with social and life skills including personal care, budgeting, recreational and leisure activities. Referrals to the service are made by Health and Social Care Trusts. The scheme comprises of five houses, three of which are single occupancy and there are two shared houses. The scheme has 24 hour staffing provided by eight staff.

Note: The agency is registered with the RQIA as the Presbyterian Board of Social Witness however; the agency is referred to as "Willowbrook" locally and by service users and agency staff.

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an announced care inspection dated 18 September 2014. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the Last Care Inspection

No previous requirements or recommendations.

5.3 Theme 1: Staffing Arrangements - suitable staff are supplied to meet the assessed needs of service users

Is Care Safe?

The agency has a recruitment policy and a mechanism in place to ensure that appropriate pre-employment checks are completed and satisfactory. An alphabetical index of all domiciliary care workers supplied or available to work for the agency was maintained.

The agency has a structured induction programme lasting at least three days; this was confirmed by the manager and one staff member interviewed by the inspector. The agency maintains a record of the induction provided to all staff, including details of the information provided during the induction period. Staff are provided with a handbook, and have access to policies, procedures, and guidance.

The agency has a procedure for verifying the identity of all staff prior to their supply; the registered manager assured the inspector that no staff are supplied unless this procedure is followed.

The agency has a policy and procedure in place for staff supervision and appraisal which details the frequency of both. Records maintained of supervision and appraisal demonstrated that the frequency was in accordance with the agency's policy and procedure.

Overall on the day of the inspection the inspector found care to be safe.

Is Care Effective?

Discussions with the registered manager and a staff member indicated that an appropriate number of skilled and experienced persons are available at all times. Examination of staff rotas reflected staffing levels described by the registered manager and staff.

The registered manager described the agency's processes to assess the suitability of staff. The inspector viewed a range of documentation which evidenced how staff are provided with a clear outline of their roles and responsibilities. Staff who took part in the inspection were clear about what the agency expected of them.

Staff who took part in the inspection described the induction as effective in preparing new staff for their role. The inspector examined the records of three staff inductions; records of induction supported staff feedback.

The agency's process of evaluating the effectiveness of staff induction was seen within records reviewed by the inspector. The following topics are covered during induction:

- *Tenants information*
- *Policies and procedures*
- *Daily check lists*
- *Records of shadowing with other staff*
- *Introduction to tenants*
- *Daily routines*
- *Induction evaluations*

Discussion with staff and examination of training records provided evidence that the agency has a process in place to identify and respond to training needs. The agency provides a range of training outside of mandatory training. The registered manager described a process of re-evaluating and improving training to suit the needs of staff and service users. One staff member interviewed provided positive feedback about the nature and frequency of supervision and appraisal.

Overall on the day of the inspection the inspector found care to be effective.

Is Care Compassionate?

The agency maintains a record of comments made by service users/representatives in relation to staffing arrangements. The manager described to the inspector the process of one to one meetings with service users to discuss any staff changes.

The manager was aware of the possible impact of staff changes on service users and discussed with the inspector the importance of induction and introduction of new staff.

The registered manager described a process of recruitment undertaken by the agency in order to improve the continuity of staff to service users and minimise the disruption to service users. Induction records seen by the inspector showed that staff receive induction specific to the needs of service users, this was supported by the comments of one staff member who has received recent induction.

One staff member who took part in the inspection clearly described having the knowledge and skills to carry out their roles and responsibilities.

Agency staff described how the induction process involves meeting service users and learning about their care needs with another member of staff. The agency's induction process is implemented in a manner which takes into account the consent, privacy and dignity of service users.

Overall on the day of the inspection the inspector found care to be compassionate.

Staff Comments:

"My induction was comprehensive."

"Staff made me feel comfortable and supported me through the induction."

"Supervision is good and ongoing training is beneficial."

Areas for Improvement

N/A

Number of Requirements:	0	Number of Recommendations:	0
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5.4 Theme 2: Service User Involvement - service users are involved in the care they receive**Is Care Safe?**

Assessments of need and risk assessments examined by the inspector reflected the views of service users and/or representatives. The inspector viewed records of a process involving the service user and/or their representative, the referring HSC Trust and the Agency, to ascertain the needs of the service user and their views.

There was evidence of positive risk taking in collaboration with the service user and/or their representative. This could be seen throughout a variety of records including risk assessments, care plans, and records of adult safeguarding referrals. Discussion with staff confirmed that they understood the concept of a balance of safety with service user choice. Both the manager and staff could provide examples of positive risk taking in practice.

Overall on the day of the inspection the inspector found care to be safe.

Is Care Effective?

Records of four reviews examined by the inspector indicated that care is regularly evaluated and reviewed. The agency has a policy of reviewing care and support plans every month or as required.

Care and support plans examined by the inspector were written in a person centred manner and included the service users' views.

Records examined within monthly monitoring reports, minutes of service users' meetings provided examples of how the agency delivers the service in response to the views of service users and/or their representatives.

The agency has processes in place to ascertain and respond to the views of service users and their representatives.

It was good to note that the manager endeavours to meet with relatives one to one during the year. Records of next of kin meetings examined by the inspector noted the positive comments made.

"No issues."

*"I'm happy with ***** wellbeing."*

"The current support is good."

Service users have been provided with information relating to human rights in a suitable format.

Overall on the day of the inspection the inspector found care to be effective.

Is Care Compassionate?

Feedback from the manager and one staff member indicated that service users receive care in an individualised manner. Care plans and agency records were written in a person centred manner.

Service users and/or their representatives were aware of their right to be consulted and have their views taken into account in relation to service delivery.

Promotion of values such as dignity, choice and respect were evident through discussion with staff. The individual choices made by service users regarding the way they wish to live their lives were seen in activity programmes and care and support plans.

The agency collaborates with the HSC Trust regarding best interest practices for service users where there are capacity and consent issues. The agency's response to comments made by service users and their representatives shows how individual views are taken into account and responded to.

Records in place show clear evidence that staff meet with service users bi-Monthly and review the care and support plans in place. This also informs the agency about the quality of the services provided.

Overall on the day of the inspection the inspector found care to be compassionate.

Staff Comments:

"Tenants have good support in supported living."

"The tenants are offered choice, and independence is respected."

"Supported living is very good and beneficial to tenants."

Areas for Improvement

N/A

Number of Requirements:	0	Number of Recommendations:	0
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5.5 Additional Areas Examined**Reports of Monthly Quality Monitoring**

Reports of monthly quality monitoring completed on behalf of the registered person were reviewed. The reports ascertain and respond to the views of service users, relatives, professionals and staff. The agency's reports of monthly monitoring are comprehensive and provide assurance of a robust system of quality monitoring and service improvement.

Complaints

Records of complaints from 1 January 2014-31 March 2015 were examined. There were no complaints within the time period specified.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Alan Tate	Date Completed	09/09/15
Registered Person	Linda Wray	Date Approved	09/09/15
RQIA Inspector Assessing Response	Jim Mc Bride	Date Approved	10/9/15

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

Please complete in full and returned to agencies.team@rqia.org.uk from the authorised email address