

**Unannounced Care Inspection
of
Learning Disability Supported Housing**

28 August 2015

1. Summary of Inspection

An announced care inspection took place on 28 August 2015 from 10.00 to 16.15. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) appended to this report. 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

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: Martin Dillon	Registered Manager: Mrs Maureen Hunter
Person in charge of the agency at the time of Inspection: Jill Masterson	Date Manager Registered: 27 August 2009
Number of service users in receipt of a service on the day of Inspection: 46	

Learning Disability Supported Housing Service is a domiciliary care agency supported housing living type service. Belfast Health and Social Care Trust provides care and supported housing services to 46 service users with a mild to moderate learning disability. Service users live within their own home environments in Belfast which are owned by various housing associations.

Services provided include support with shopping, laundry, social and recreational activities, budgeting, maintaining service users' tenancy, support to attend medical appointments and support with personal care, as necessary.

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

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

Prior to inspection the following records were analysed:

- Report and QIP of previous RQIA care inspection
- Incident records
- Correspondence

During the inspection the inspector met with two deputy managers, two support staff, one administrative staff, six service users, and spoke with two relatives and two community professionals.

Staff questionnaires were left for completion; six were returned. These indicated that staff were either satisfied or very satisfied:

- That service users receive care and support from staff who were familiar with their care needs
- That service users have their views and experiences taken into account in the way service is provided and delivered
- That staff would be taken seriously if they were to raise a concern
- That the agency's induction process prepared staff for their role.

Comments included:

'I feel the service provided is very positive and encourages the service user to live an active life and open new opportunities to them.'

'Service users frequently make their own choices which promotes the person centred approach and instills confidence in their decision making.'

Questionnaires were left for service users to complete, asking about various aspects of their care; ten were returned. Service users indicated that they were either satisfied or very satisfied:

- With the care and support they received
- That their views and opinions were sought about the quality of the service
- That staff know how to care for them and respond to their needs

- That staff help them to feel safe and secure.

The following records were examined during the inspection:

- Care and support plans
- HSC Trust assessments of needs and risk assessments
- Care review records
- Recording/evaluation of care used by the agency
- Records relating to safeguarding
- Monthly monitoring reports
- Tenants' meeting minutes
- Tenants' survey records
- Correspondence books
- Documents relating to staff training
- Records relating to staff supervision
- Recruitment policy
- Supervision policy
- Induction procedure and records
- Complaints records
- Staff register
- Staff rota information
- Job description.

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an announced care inspection dated 19 August 2014. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the Last Care Inspection

Previous Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 9.5	It is recommended that all policies and procedures are subject to a systematic three yearly review.	Met
	This recommendation refers to policies in relation to; <ul style="list-style-type: none"> • Service Users Finance • Managing Records • Restrictive Practice. 	
	Action taken as confirmed during the inspection: The policies and procedures relating to managing service users' finances, managing records, and restrictive practice have been reviewed and updated.	

Recommendation 2 Ref: Standard 12.1	<p>It is recommended that all newly appointed staff complete in full, a structured orientation and induction programme.</p> <p>This recommendation refers, but is not limited to an incomplete record of a staff member's induction.</p> <p>Action taken as confirmed during the inspection:</p> <p>The inspector viewed records of staff induction which had been appropriately completed. The induction programme examined by the inspection includes a structured orientation programme.</p>	Met
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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 satisfactorily completed, and to ensure that domiciliary care workers supplied are physically and mentally fit for the purposes of work. An alphabetical index of all domiciliary care workers supplied or available to work for the agency is maintained.

The agency has a structured induction programme which includes two days training specific to learning disability, a one day corporate induction, and a further period of shadowing experienced staff in service users' homes. 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 inspector was advised that the agency's own staff cover all shifts; the agency does not use staff from a domiciliary care employment agency.

The agency has a policy and procedure in place for staff supervision and appraisal which details frequency. Staff feedback and the examination of records relating to supervision confirmed that staff receive supervision in line with policy and procedure: 'Having regular and effective supervision ensures I have ample opportunities to discuss all aspects of my role.' Staff described how they can access informal supervision or consultation with a senior member of staff on call at any time if required.

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

Is Care Effective?

Discussions with staff 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 staff. The inspector noted that a number of staff have worked with the agency for a period of years. During the inspection the inspector observed appropriately skilled staff responding to service users' needs.

The inspector viewed a range of documentation which showed 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 and could describe effective methods of communication within the agency.

Staff feedback and examination of records indicated that the induction programme is effective in preparing new staff for their role. The agency has a process of evaluating the effectiveness of staff induction through supervision and observation.

Discussion with staff and examination of training records showed that the agency has a process in place to identify and respond to training needs.

Supervision and appraisal is provided by staff who are appropriately trained for the role. Staff described receiving supervision and appraisal in line with the agency's policy.

Staff have access to all policies and procedures including the whistleblowing policy.

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

Is Care Compassionate?

The agency maintains records of comments made by service users in relation to staff arrangements through the service user satisfaction survey, tenants' meetings and monitoring reports.

Staff who took part in the inspection showed an understanding of the impact of staff changes on service users. The agency maintains continuity of care provision through a stable staff team.

Induction records seen by the inspector showed that staff receive an induction specific to the needs of service users; this was supported by staff comments. The agency's induction process is implemented in a manner which takes into account the consent, privacy and dignity of service users.

Agency staff who took part in the inspection confirmed that they have appropriate knowledge and skills to carry out their roles and responsibilities; this was supported by comments from service users, relatives and professionals.

The agency maintains processes to address unsatisfactory performance of a domiciliary care worker.

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

Service users' comments

'The staff know how to help us, the staff are very good.'

Relatives' comments

'The staff are very good..., they look after **** very well.'

Areas for Improvement

No areas for improvement were identified in relation to Theme 1.

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 seen by the inspector reflected the views of service users and/or their representatives. The inspector reviewed a range of care and support plans devised with service users which reflected assessments of need and risk assessment.

There was evidence of positive risk taking in collaboration with the service users and/or their representatives. Service users live in dispersed accommodation and are supported by staff during pre-arranged periods of the day, according to their needs and wishes. Agency staff discussed examples of positive risk taking where service users were supported by staff to promote independence and choice.

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

Is Care Effective?

The agency maintains records of reviews which show that care is regularly evaluated and reviewed. The agency has a process of reviewing care and support plans monthly with service users, and a review which includes a community professional from the Trust occurs at least yearly. The views of service users and/or their representatives were clearly recorded in review records.

The inspector viewed a range of care and support plans which were written in a person centred manner, clearly included the service users' views throughout, and showed evidence of updating. The care and support plans included an easier to read format.

The agency has processes in place to ascertain and respond to the views of service users and their representatives, including monthly reviews with service users, an annual service user satisfaction survey, and monthly quality monitoring reports. Service users who met with the inspector described how the agency had responded to their views. The inspector met four service users in their homes and was shown how service users have exercised choice regarding the décor of the homes and pursuit of personal interests.

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

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

Is Care Compassionate?

During the inspection, the inspector observed staff providing care to service users in a manner which respected their individuality. The inspector visited six service users in their homes and discussed the choices they make about their daily activities. Discussions with staff showed that they knew and understood the needs and wishes of service users. A service user discussed how the agency staff had facilitated them to set and achieve individual goals which were important to the service user.

It was evident in the course of the inspection that service users are accustomed to being asked for their views and being involved in decisions regarding their lives. In the course of the inspection, the inspector observed agency staff encouraging and responding to the views of service users in a respectful manner.

Relatives who feedback were aware of how to contact staff and confident of a constructive response from staff or managers.

The agency could demonstrate that the service users' views, capacity and consent have been taken into account in service delivery; examples of this were observed by the inspector during the inspection and seen in documentation. The agency was able to demonstrate ongoing promotion of human rights and the values underpinning the Minimum Standards.

Service users' comments

'I like it here, I get on great with the staff.'

'I decide what to do, I like shopping.'

'Staff are all good to me and ask me what I want.'

'Staff listen to me when I need help.'

'I do my own things and when I tell staff they help me.'

'(Staff name) is very good to me and helps me get all the things I want.'

'The staff are very nice and very helpful.'

Staff comments

'I try to ensure on a daily basis that I take on board the service users' needs and wishes.'

Relatives' comments

'I can speak to the staff if there are any problems.'

'The service is very good, I am very pleased with it.'

Areas for Improvement

No areas for improvement were identified in relation to Theme 2.

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

5.5.1 Complaints

Records of one complaint made from 1 January 2014 - 31 March 2015 were examined.

The complaint record examined by the inspector had been satisfactorily investigated and documented.

5.5.2 Safeguarding issues

Records of safeguarding referrals were examined and discussed.

5.5.3 Quality Monitoring Reports

Reports of monthly quality monitoring completed on behalf of the registered person were examined during inspection. The reports ascertain and respond to the views of service users, relatives, professionals and staff. The reports progress on improvement issues identified by monitoring and RQIA Quality Improvement Plans.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Maureen Hunter	Date Completed	17/09/2015
Registered Person	Martin Dillon	Date Approved	17/09/2015
RQIA Inspector Assessing Response	Rhonda Simms	Date Approved	22/09/15

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