



The Regulation and
Quality Improvement
Authority

Hollybank Supported Living Scheme
RQIA ID: 11069
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Magherafelt
BT45 5DF

Inspector: Briega Ferris
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**Unannounced Finance Inspection
of
Hollybank Supported Living Scheme**

23 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 finance inspection took place on 23 March 2016 from 11.10 to 14.30. During the inspection, we met with the deputy manager of Hollybank residential care home which is based on the same site as the registered office of the supported living service. We also met with two senior care staff, and one member of clerical staff. The registered manager of the agency was not on duty on the day; feedback from the inspection was provided by email following the inspection.

There were no areas for improvement identified following this inspection. This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

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: Northern HSC Trust/Anthony Baxter Stevens	Registered Manager: Arlene Elizabeth Stewart
Person in Charge of the Agency at the Time of Inspection: Ms Cecelia Donnelly	Date Manager Registered: 16 July 2013
Number of Service Users in Receipt of a Service on the Day of Inspection: 26	

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 theme has been met:

Inspection Theme: Service users' finances and property are appropriately managed and safeguarded.

Statement 1

The service maintains complete and up to date records in respect of the terms and conditions of the provision of accommodation and personal care.

Statement 2

Arrangements for receiving and spending service users' monies on their behalf are transparent, have been authorised and the appropriate records are maintained.

Statement 3

A safe place is provided within the service premises for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records are maintained.

Statement 4

Arrangements for providing transport to service users are transparent and agreed in writing with the service user/their representative.

4. Methods/Process

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

- Discussion with staff
- Review of records
- Evaluation and feedback

Prior to inspection the following records were analysed:

- Records of incidents notified to RQIA in the last twelve months

The following records were reviewed during the inspection:

- A service user's finance file and "House File"
- A sample of "cash sheets" - income/lodgements and expenditure records
- A written safe register
- The NHSCCT's standing financial procedures
- The Financial Guidelines for Supported Living Office and Community House Service User Financial Support Policy and Procedures
- Records of appointee details for a sample of service users

5. The Inspection

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an unannounced finance inspection on 19 March 2015; there were no requirements or recommendations arising from this inspection.

5.2 Statement 1 - The agency maintains complete and up to date records in respect of the terms and conditions of accommodation and personal care.

Is Care Safe?

As part of the inspection, we obtained permission to visit a service user's house. The service user shared their house with a number of other people, also supported by the agency. We noted that the house had a safe place and that each service user who lived there had a finance file and a "House File". We noted that the "House File" contained a financial passport for the service user, which described in detail the arrangements in place to appropriately support the service user with their individual needs in respect of their money and property.

Within the service user's finance file was a written "tenant support agreement" which detailed information about the service, the service user's responsibilities and rights as a tenant living in the property, and other matters including options for transport.

Is Care Effective?

The file reviewed evidenced a person-centred approach to supporting the individual, and detailed arrangements to support the service user to be as independent as possible. We noted that the service user also had a care and support plan to detail how the service user was supported with matters such as banking and budgeting.

Is Care Compassionate?

As noted above, records reflected the arrangements in place to appropriately support the service user with their individual needs.

Areas for Improvement

Overall on the day of inspection, financial arrangements in place were found to be contributing to safe, effective and compassionate care. There were no areas for improvement identified in respect of Statement 1.

Number of Requirements	0	Number Recommendations:	0
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5.3 Statement 2 - Arrangements for receiving and spending service users' monies on their behalf are transparent, have been authorised and the appropriate records are maintained.

Is Care Safe?

As well as using the NHSCT's standing financial procedures, the agency had detailed written policies and procedures: Financial Guidelines for Supported Living Office and Community House Service User Financial Support Policy and Procedures. Staff confirmed that these are

used regularly to guide day to day practice, and they were easily accessible on the day of inspection.

Discussions explored how a new member of staff would be familiarised with the financial policies and procedures addressing service users' money and property, and what training and support would be provided. We were informed that when a new member of staff joined the agency there was an induction period, during which the member of staff would shadow a more experienced member of staff until they were competent. Only after judged competent in the procedures, would a staff member be permitted to support a service user with their money.

We noted that a representative of the NHSCT was acting as nominated appointee for an identified number of service users. A member of clerical staff was able to readily locate the official details of the appointee for these service users. It was noted that there had been a change in the named appointee; all relevant correspondence in this regard was being meticulously filed on the service users' behalf.

Is Care Effective?

As noted above, as part of the inspection, we obtained permission to visit a service user's house. We noted that the house had a safe place and a finance file which contained "cash sheets" used to record income and expenditure on behalf of the service user, with receipts for expenditure for individual service users retained accordingly. The sampled records reflected detailed record keeping; any errors in the records had been dealt with appropriately.

Discussions and a review of a sample of the records also evidenced that money held for safekeeping on behalf of the service users is counted at each staff handover i.e. at least twice a day. Staff described how this is one of the first tasks which a member of staff does after coming on duty. Any discrepancies are immediately reported to the senior member of staff on duty at the time. Discussion with staff also established that a monthly audit of the service user's cash sheets and associated documents is carried out by a senior member of care staff; spot checks are also routinely carried out by senior staff. Discussion with members of staff established that the NHSCT's procedures are followed, as well as specific financial guidelines relating to those users of supported living services.

Is Care Compassionate?

We evidenced that service users are supported to manage their money to the fullest extent possible. As noted above, we evidenced documents on file including the service user's financial passport and care and support plan, which detailed measures in place to support the service user to manage their money in a way which reflected their individual capabilities and wishes.

Areas for Improvement

Overall on the day of inspection, the financial arrangements in place were found to be contributing to safe, effective and compassionate care. There were no areas for improvement identified in respect of Statement 2.

Number of Requirements	0	Number Recommendations:	0
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5.4 Statement 3 - A safe place is available for the storage of money and valuables deposited for safekeeping; clear, up to date and accurate records were maintained.

Is Care Safe?

A safe place existed within the service user's home visited to enable service users to securely deposit any cash or valuables. We noted that a safe place was also available within the registered office premises. A written record was maintained of any cash or items deposited in the safe places and these are checked and recorded on a regular basis.

Is Care Effective?

A review of the records evidenced that a written, up to date safe record was in place to detail the movement of any items belonging to service users in and out of the safe place.

Is Care Compassionate?

Discussion established that a member of staff is on duty at all times and therefore service users have access to their money deposited for safekeeping at any time.

Areas for Improvement

Overall, the financial arrangements were found to be contributing to safe, effective and compassionate care; there were no areas for improvement identified in respect of Statement 3.

Number of Requirements	0	Number Recommendations:	0
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5.5 Statement 4 - Arrangements for providing transport to service users are transparent and agreed in writing with the service user/their representative.

Is Care Safe, Effective and Compassionate?

On the day of inspection, the agency did not operate a transport scheme for service users. Discussions regarding individual service users established that each service user is supported to use transport appropriate to meet their individual needs and resources.

Areas for Improvement

No areas for improvement were identified in respect of Statement 4.

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

There were no additional areas examined as part of the inspection.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Cecelia Donnelly	Date Completed	13/04/2016
Registered Person	Dr Tony Stevens	Date Approved	13/04/16
RQIA Inspector Assessing Response	Briege Ferris	Date Approved	28/04/2016

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

Nil Return

Please complete this document in full and return to finance.team@rqia.org.uk from the authorised email address

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.