



The Regulation and
Quality Improvement
Authority

Lakeview Adult Placement Agency
RQIA ID: 11148
Lakeview Hospital
Gransha Park
Londonderry
BT47 6WJ

Inspector: Joanne Faulkner
Inspection ID: IN023996

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**Announced Care Inspection
of
Lakeview Adult Placement Agency**

21 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 21 March 2016 from 11.00 to 14.30. 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 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

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

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|--|--|
| Registered Organisation/Registered Person: Western HSC Trust/Elaine Way | Registered Manager: Ann Marie Mc Menamin |
| Person in Charge at the Time of Inspection: Ann Marie Mc Menamin | Date Manager Registered: 17 September 2012 |
| Number of Service Users in Receipt of a Service on the Day of Inspection: 64 | |

Lakeview Adult Placement Agency's aim is "To provide a quality service to adults with a learning disability in a home from home environment".

The aims of the agency state that the adult placement scheme is a community based shared care project that promotes the rights of the individual users to access a home from home adult placement in the community. This is through the provision of permanent placement/host placements in family homes in the community where the individual has the opportunity to share family life in a home from home environment.

There are 64 adult placement/host care service users; some have multiple needs. Most of the Adult placement carers have been with the scheme for 25 years and have had placements since the person being supported was young, and was supported in previous programmes of care.

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

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 registered manager; the inspector spoke with two carers and the relative of one service user following the inspection.

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

- That they felt safe and secure whilst 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 carers asking them how satisfied they were with the service provided by the agency. Eight questionnaires were returned which indicated that people were either satisfied or very satisfied:

- With the training provided
- With the induction programme
- With the support to participate in review meetings
- That the agency listen to the wishes and feelings of the person supported
- With the support they receive as carers
- With the information provided about the person cared for

Comments from Carers:

- 'I feel well supported by the agency.'
- 'I cannot fault my key worker.'
- 'I find the manager extremely professional and caring; they are enthusiastic, caring and open.'

The following records were viewed during the inspection:

- Carers' induction records
- Placement agreements
- Carers' training records
- Training evaluation records
- Minutes of carer support group meetings
- A range of care and support plans
- HSCT assessments of need and risk assessments
- Care review records
- Placement monitoring reports
- Quality monitoring reports
- Annual quality report
- Procedural guide (December 2015)
- Evaluation questionnaires from carers and service users undertaken by the agency
- Policies and procedures including those relating to: monitoring and review, whistleblowing, complaints and safeguarding of vulnerable adults.

Following the inspection the inspector spoke to two carers and a relative of one of the service users.

Carers' Comments:

- "Training is great; the manager is very supportive and understanding."
- "The manager visits regularly."
- "I have no issues or concerns."
- "I am involved in review meetings and kept informed of any changes."
- "I started caring 23 years ago; I just love helping people."
- "I feel supported; I can speak to the manager at any time if I have any concerns."
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Service User's Relative Comments:

- "The placement has made a huge difference to our lives."
- "Everyone is fantastic."
- "**** is very happy with the placement."
- "The manager is very approachable."
- "The carer is very attentive."
- "I am very happy."

The inspector would like to thank the registered manager, the service user representative and carers for their support and cooperation during the inspection.

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 9 February 2015. There were no requirements or recommendations made as a result of this inspection.

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

Is Care Safe?

It was identified from records viewed that the agency has a mechanism in place for ensuring that adult placement carers receive mandatory and other relevant training. Training records viewed indicated carers had received appropriate training prior to providing a service; it was noted that mandatory training is updated annually. Discussion with the registered manager indicated that the agency is responsive to the training needs of individual carers. The inspector received positive feedback from carers regarding the quality of the training.

It was noted that the agency has in place systems to ensure that carers have the required knowledge, skills and abilities to provide care to service users. The inspector viewed a number of training evaluation records and noted that training needs are discussed at monitoring visits.

The inspector viewed records of induction and noted that carers indicated they were satisfied or very satisfied regarding the induction programme in the questionnaires issued by RQIA prior to the inspection.

The manager discussed the process of matching service users with carers, including introductory meetings as part of an induction process. The inspector viewed copies of the home care file and the agency's procedural guide, December 2015, provided to all carers during induction. It includes information regarding the service user; relevant policies including safeguarding, complaints and whistleblowing; placement agreements and the responsibilities of the carers.

The agency has a policy and procedure relating to short notice or emergency induction arrangements. The registered manager stated that service users are only placed with carers who are familiar with them and have prior knowledge of their needs.

Is Care Effective?

The agency provides carers with a 'Home Care Guide'; it contains information for carers and clearly outlines their role and responsibilities which includes:

- Placement agreement
- Agency policies and procedures and relevant contact details for support
- Information and care plan relating to the service user
- Details of Induction and ongoing training

- Details of monitoring visits

As part of the inspection process the inspector spoke with two carers, both of whom indicated that they had received clear guidance in relation to their responsibilities and felt confident regarding their role and agency expectations of them.

The inspector discussed the referral and matching process with the registered manager and viewed relevant written records. It was noted from records viewed and discussions with the registered manager and a service user representative that service users are included in the referral and matching process. A record of the service users' views is recorded in a format appropriate to their needs. Carers described how they were successfully matched with an adult they provided support to.

Carers are required to complete an evaluation of all training provided to enable the agency to assess the effectiveness of induction and training. The registered manager could describe how feedback from carer evaluation of training has been used to improve the effectiveness of training events.

The agency has support mechanisms in place to support carers, including carer support meetings; regular home visits in addition to monitoring visits and regular telephone contact. It was identified that information provided to carers includes the contact number of the social worker and how to access out of hours support. The inspector viewed copies of a carers newsletter distributed by the agency.

Some carers highlighted the benefits of meeting with other carers through training, support and social events.

The agency's whistleblowing policy details the carers' responsibility in reporting concerns; carers indicated that they are aware of how to make a complaint or raise concerns; they stated that the agency provides them with information and training in relation to whistleblowing. It was noted that the Home Care file includes information relating to making a complaint and raising concerns.

Is Care Compassionate?

The manager could describe the systems in place for obtaining the views of service users and their representatives in relation to the adult placement carer; it was noted that monitoring visits are completed and that service users are encouraged to complete the agency's 'Have Your Say' document annually. The agency's annual report contains the views of service users, their representatives and carers.

Carers confirmed that the agency informs them in writing of any changes to the care plans of service users and that they receive updated agreement documentation detailing any changes to the needs of the service user or the care to be provided.

Areas for Improvement

There were no areas for improvement identified within Theme 1.

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|--------------------------------|----------|-----------------------------------|----------|
| 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's policy and procedure outlines the frequency and procedures to be followed in relation to the monitoring and review of adult placements in accordance with regulations and draft minimum standards. The inspector viewed records maintained in respect of announced and unannounced monitoring visits undertaken by social workers working for the agency. It was noted that the agency has developed a template for recording monitoring visits which includes a range of relevant issues including the views of the service user, their representatives and carers.

Is Care Effective?

It was noted that the agency adult placements are reapproved annually and that carers are provided with an opportunity to make comments in relation to the placement. Carers stated that they are encouraged to participate in review meetings, including monitoring visits and reviews with the HSCT representatives. The registered manager stated that annual reviews are scheduled in agreement with the carer and their views are recorded.

It was noted that review minutes contained the views of carers and any actions required in response to their views. It was noted from documents viewed that records were kept in respect of announced and unannounced monitoring visits and provided assurance of placement monitoring. Carers who spoke with the inspector provided positive feedback regarding their experience of review processes.

Is Care Compassionate?

Discussions with the registered manager, service user representatives, carers and records viewed indicate that service users receive care in an individualised manner. The inspector viewed a number 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 provision. It was noted that the views of service users are recorded during the referral and matching process and in addition on monitoring visits.

There was evidence that the views of service users and their representatives contribute to action plans for service improvement within the agency.

It was noted from discussions with the manager; service user representatives and carers that service users are encouraged and supported to make choices regarding their placements and activities. The manager described the process for involving service users in all aspects of the placement process. Feedback from service user representatives and carers indicated that their views were heard and considered by the agency.

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; it was noted that the agency includes information relating to human rights in an easy read format, in the Home Care file provided to all carers.

Areas for Improvement

There were no areas for improvement identified within Theme 2.

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

5.4.1 Complaints

The agency returned to RQIA a summary of all complaints received between 1 January 2014 and 31 March 2015. It was noted from records viewed that the agency has received no complaints during or subsequent to this period.

6. No requirements or recommendations resulted from this inspection.

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|---|----------------------|----------------|----------|
| I agree with the content of the report. | | | |
| Registered Manager | Ann Marie Mc Menamin | Date Completed | 26/04/16 |
| Registered Person | <i>Jane W...</i> | Date Approved | 8 May 16 |
| RQIA Inspector Assessing Response | <i>Jane F...</i> | Date Approved | 11/5/16 |

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

Please ensure this document is completed in full and returned to agencies.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.