

Announced Care Inspection Report 26 March 2018



Lakeview Adult Placement Agency

Type of Service: Adult Placement Agency
Address: Lakeview Hospital, Gransha Park,
Londonderry, BT47 6WJ

Tel No: 02871864362

Inspector: Jim McBride

Clair Mc Connell User Consultation Officer (UCO)

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

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 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.

There are currently 50 adult placement/host care service users and 36 Adult placement carers; the majority of carers have been with the scheme for 25 years and have had placements since the service user was young, and was supported in previous programmes of care.

3.0 Service details

Organisation/Registered Provider: Western Health and Social Care Trust (WHSCT)	Registered Manager: Anne Marie Mc Menamin
Responsible Individual: Anne Kilgallen	
Person in charge at the time of inspection: Anne Marie Mc Menamin	Date manager registered: 17 September 2012

4.0 Inspection summary

An announced inspection took place on 26 March 2018 from 09.30 to 13.00.

This inspection was underpinned by the Adult Placement Agencies Regulations (Northern Ireland) 2007.

Evidence of good practice was found in relation to:

- carer recruitment
- induction
- communication and engagement with service users and other relevant stakeholders
- person centred care
- carer training
- quality monitoring
- home monitoring visits announced/unannounced

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Ann Marie McMenamin registered manager, as part of the inspection process and can be found in the main body of the report.

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

4.2 Action/enforcement taken following the most recent care inspection dated 20 March 2017

No further actions were required to be taken following the most recent inspection on 20 March 2017.

5.0 How we inspect

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

- discussion with the manager
- examination of records
- user consultation officer report (UCO)
- evaluation and feedback

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- the previous inspection report
- any correspondence received by RQIA since the previous inspection
- records of any notifiable events

The following records were examined during the inspection:

- quality monitoring reports
- a number of care and support plans
- carer training records including; safeguarding, medication, health& safety, first aid, confidentiality, service users monies, complaints, restrictive practice, challenging behaviour
- safeguarding policy 2017
- whistleblowing 2018
- statement of purpose 2018
- procedural guide 2018
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The agency requires carers to evaluate induction training following each session the inspector has noted some of the comments received from carers:

- “Well presented training and easy to understand.”
- “The process is thorough.”
- “Excellent.”
- “We have been offered support through the process.”
- “***** was very thorough but an enjoyable induction.”
- “Very beneficial having it at home very enjoyable.”

During the inspection the inspector spoke with the manager regarding the care and support provided by the agency, carer training and carers’ general knowledge in respect of the agency.

As part of the inspection the UCO spoke with two carers and two relatives, by telephone, between 23 and 29 March 2018 to obtain their views of the service provided by Lakeview Adult Placement Agency.

The inspector would like to thank the agency staff for their warm welcome and full co-operation throughout the inspection process.

Prior to the inspection the manager was also asked to distribute a number of questionnaires to service users/relatives and carers seeking their views on the quality of the service. The responses show clear evidence that people were either satisfied or fully satisfied with the quality of the service highlighting that it is safe, effective, compassionate and well led.

The inspector noted the comments received:

- “As a carer for many, many years, I feel that the communication, training support and involvement is excellent- better than it has been over the years of providing care.”
- “I’m very pleased with the support I get with *****.”
- “The service is excellent.”
- “My host carer is **** she is very kind and looks after me well.”

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 20 March 2017

The most recent inspection of the agency was an announced care inspection.

6.2 Review of areas for improvement from the last care inspection dated 20 March 2017

There were no areas for improvement made as a result of the last care inspection.

6.3 Inspection findings

6.4 Is care safe?

Avoiding and preventing harm to service users from the care, treatment and support that is intended to help them.

The UCO was advised that introductions between the people supported, relatives and carers are carried out over a period of time prior to the placement commencing to ensure that everyone involved was satisfied with the match. This was felt to be beneficial as it allows a good relationship to develop. The carers interviewed confirmed that training takes place both as part of their induction and on a regular basis. Additional training can be requested depending on the needs of the person being supported. Training was felt to be beneficial and the agency provides a choice of locations, dates and times.

The inspector reviewed the agency's systems in place to avoid and prevent harm to service users; this included a review of carer arrangements in place within the agency.

The agency's carer recruitment policy outlines the process for ensuring that required checks are completed prior to commencement of any placement. The manager stated that they ensure that carer checks are in place. Documentation viewed and discussions with the registered manager indicated that the agency's recruitment systems is effective for ensuring that carers are not provided with a placement until required checks have been satisfactorily completed.

The agency's induction policy outlines the carer induction programme required within the adult placement regulations.

A record of the induction programme provided to carers is retained; the inspector viewed records of individual induction and noted that they are verified by the registered manager. Discussions with manager indicated that current carers had the appropriate knowledge and skills to fulfil the requirements of their role.

The inspector viewed details of training completed by carers; it was noted that they are required to complete induction training, a range of mandatory training and training specific to the needs of individual service users.

The agency's procedures in relation to safeguarding adults and whistleblowing were reviewed. The 'Safeguarding' procedure provided information and guidance in accordance with the required standards. The procedure has been updated in line with the Department of Health, Social Services and Public Safety Northern Ireland (DHSSPSNI) updated adult safeguarding guidance issued in July 2015 ('Adult Safeguarding Prevention and Protection in (Partnership)'). The agency has highlighted the identification and role of an Adult Safeguarding Champion. The agency maintains a record of referrals made to the Health and Social Care Trust (HSCT) safeguarding team and other relevant stakeholders relating to alleged or actual incidences of abuse. Documentation viewed and discussions with the manager indicated that the agency has made one referral in relation to adult protection matters since the previous inspection.

It was identified that carers are required to complete safeguarding training during their induction programme and a three yearly update.

The inspector reviewed the agency's arrangements for identifying, managing and where possible eliminating unnecessary risk to service users' health, welfare and safety. The agency's protocol for assessment of needs and risk outlines the process for assessing and reviewing risk. It was identified that the agency receives a range of relevant information and assessments relating to individual service users prior to them receiving care and support. The agency has a range of risk assessments and care plans in place relating for individual service users. The manager described how service users and /or their representatives are supported to be involved in the development and review of their care plans; these are reviewed and updated as required.

Returned questionnaires from service users indicated that safe care meant:

- Carers are always there to help you
- You feel protected and free from harm
- You can talk to carers if you have concerns.

Returned questionnaires from carers indicated that safe care meant:

- They meet the needs of the adult placed in their home
- They have received all mandatory training
- They have received safeguarding training
- They are aware of your responsibility and the process for reporting any concerning or unsafe practice.

Areas of good practice:

There were examples of good practice identified throughout the inspection in relation to the agency’s carer recruitment processes, training and adult protection.

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.5 Is care effective?

The right care, at the right time in the right place with the best outcome.

The UCO was advised that the carers receive an induction, training and information regarding the person supported and the agency. Communication was noted to be very good between the agency and carers; and the carers are kept informed by the agency of any changes to the person supported care plans and risk assessments. Reviews take place annually to discuss the care package and the person supported and carers have an opportunity to attend if they wish to do so.

Examples of some of the comments made by the relatives are listed below:

- “Introductions were done slowly until everyone was happy with the match.”
- “They work with us. Sometimes I need help at short notice.”

Examples of some of the comments made by the carers are listed below:

- “Great support. I can just lift the phone if I need to talk to someone.”
- “Enjoy the training and meeting the other carers.”
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The agency’s arrangements for appropriately responding to and meeting the assessed needs of service users were reviewed. Details of the nature and range of services provided are outlined within the Statement of Purpose.

The agency’s management of records policy details the procedures for the creation, storage, retention and disposal of records. Records viewed during the inspection were noted to be maintained in accordance with legislation, standards and the organisational policy. Carer and service user records viewed by the inspector were noted to be retained securely.

The manager could describe the methods used for supporting service users to be effectively engaged in the development of their care plans; it was noted that carers are provided with a copy of the care plan and service users have access to this.

The inspector reviewed the agency's arrangements in place to monitor, audit and review the effectiveness and quality of care delivered to service users. The agency has a system in place for monitoring the quality of the service provided; it was noted that the process involves seeking formation from service users, families, carers and community care workers.

The inspector has included some of the comments made by service users and families:

- "I get to do what I want."
- "***** is nice to me ***** is good to me."
- "I like the dinners."
- "Like going to ***** but sometimes don't like leaving mum."
- "***** and ***** are so good to me, they take me everywhere. There is nothing I do not like."
- "They take you out shopping, I really enjoy it but I don't like going to expensive shops."
- "It's brilliant because I like going out, I have my own room and can take my doll ***** to sleep with me. ***** makes me good food too. ***** is kind."
- "I love it. ***** takes me to see my friends. ***** is good to me I love her."

Comments made by carers:

- "Support is excellent – any queries are dealt with quickly and efficiently."
- "Both Ann Marie and ***** are very helpful in any training that they provide me with. I found very useful when working with *****."
- "Excellent – We have been respite carers for many years and have always found Ann Marie to be very helpful no matter what we ask for."
- "My family and I enjoy having our Host to stay and are so glad to have first class support from a very professional and dedicated team at Lakeview."
- "Availability for advice and practical help is excellent. Equipment etc. supplied quickly when required."
- "We are very happy with ***** and Ann Marie. If they're not at the end of phone when you ring, leave our telephone number they will always get back to you."
- "I enjoy being a Host carer and appreciate the support being given to me."

Comments made by community key workers:

- "Placement Excellent ***** has complex medical needs. ***** is highly skilled in responding promptly and appropriately to any changes in ***** health."
- "***** voice is heard and *** receives the best possible service."
- "***** and his mum really appreciate the service they receive from *****. Mum reports good relationship and trust with Host Carer."
- "Appropriateness of placement is excellent; progress of placement is excellent."
- "There have been no concerns ***** has made great progress at ***** and ***** home. He is well mended and enjoys going there."
- "***** appears very fond of spending time at ***** and ***** and is supported well."
- "The placement provides ___ and ___ with a much needed break."
- "*****'s placement with ***** and ***** is excellent. ***** is a valued member of the family and the couple have an acute insight into ***** needs."

The agency also ensures the effectiveness of the care and support by completing regular monitoring visits. Records of monitoring visits were noted to include details of the review of the agency's systems and an improvement plan. The documentation includes details of the review of accidents, incidents or safeguarding referrals, complaints, medication, care plans and staffing arrangements.

The person completing the monitoring visit records the comments made by service users, and where appropriate their representatives. The inspector noted some of the comments made by service users during the visits:

- “I’m happy living here.”
- “Everything is going good.”
- “I had a great time at the family wedding and the after party.”
- “I love my carers.”
- “I like my new home I have more room.”
- “I love it here.”
- “I get on like a house on fire.”

This area of monitoring is good practice and is to be commended.

The agency’s systems to promote effective communication between service users, carers and relevant stakeholders were reviewed during the inspection. Discussions with the manager indicated that carers communicate appropriately with service users and where appropriate their representatives.

Returned questionnaires from service users indicated that effective care meant:

- You get the right care, at the right time in the right place
- The carers know your care needs
- Your care plan is discussed and agreed with you
- Your care meets your expectations.

Returned questionnaires from carers indicated that effective care meant:

- They believe that the adult placed has been assessed and are in the right place for their needs to be met?
- They are kept informed of changes to the adult placed care plan
- They have good working relationships with their social worker?

Areas of good practice:

There were examples of good practice identified throughout the inspection in relation to the agency’s auditing arrangements and communication with service users and carers.

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.6 Is care compassionate?

Service users are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

The UCO was informed by all of the carers and relatives interviewed that the agency is in regular contact to obtain their views of the service being provided. No concerns regarding the care being provided to the person supported were raised with the UCO during the discussions.

Examples of the activities carried out by the people supported during their respite included:

- Shopping
- Cinema
- Meals out
- Walks
- TV and movie nights
- Listening to music and singing
- Puzzles and games

Examples of some of the comments made by the relatives are listed below:

- “It’s like home from home. XXX just joins in with the family’s plans.”
- “Loves them (carers) to bits. Can’t wait to go.”
- “Would be lost without it.”

Examples of some of the comments made by the carers are listed below:

- “Love the job.”
- “They look forward to coming to stay with us.”
- “They’re great company.”

The inspection assessed the agency’s ability to treat service users with dignity, respect and compassion and to engage service users in decisions affecting the care they receive. Discussions with manager indicated that the values such as choice, dignity and respect were embedded in the culture of the agency.

The manager could describe the methods used for supporting service users to make informed choices and for respecting their views and wishes.

There are a range of systems in place to promote effective engagement with service users and where appropriate their representatives in conjunction with the HSCT community keyworker; they include the agency’s quality monitoring processes; complaints process, care review meetings and carers monitoring and training updates. It was identified that the agency’s quality monitoring process assists in the evaluation of the quality of the service provided and in identifying areas for improvement.

The agency has processes in place to record comments made by service users; records of service user care review meetings. Quality monitoring reports viewed by the inspector provided evidence that the agency endeavours to engage with service users and carers and where appropriate their representatives in relation to the quality of the service provided.

Comments from service users during monitoring:

- “****and***** are brilliant carers and help me with everything.”
- “I love living with **** and *****.”
- “***** is good and looks after me well.”
- “I’m happy with ***** and the family.”
- “It’s so nice here ***** is really nice to me.”

Returned questionnaires from service users indicated that compassionate care meant:

- Carers treat you with kindness
- Carers ensure you are respected and that your privacy choices and dignity is maintained
- Carers talk to you about your care
- Carers support you to make decisions about your care.

Returned questionnaires from carers indicated that compassionate care meant:

- They treat adults placed with kindness, dignity and respect
- Care is delivered by you in a person centred individual manner
- They communicate with the adult placed about their care and treatment in a manner which is understood.

Areas of good practice

There were examples of good practice identified in relation to the agency’s processes for engaging with service users, effective communication with carers and providing care in an individualised person centred manner.

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.7 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

All of the relatives and carers who spoke with the UCO confirmed that they receive good support from the APA’s team of staff as well as the person supported social worker. Regular communication was confirmed, either through home visits or phone calls to ensure that there were no concerns regarding the placement. All were aware of whom they should they contact if they had any concerns.

The agency has systems of management and governance in place to promote the delivery of safe, effective and compassionate care. The agency is currently managed on a day to day basis by the registered manager.

The agency has a range of policies and procedures noted to be in accordance with those as required within the regulations. During the inspection the inspector viewed a number of policies; it was identified that those viewed had been reviewed and updated in accordance with timescales.

The agency's systems for auditing and reviewing information with the aim of promoting safety and improving the quality of life for service users were reviewed. Records viewed and discussions with the manager indicated that the agency's governance arrangements promote the identification and management of risk; these include provision of required policies, audit of complaints, accidents, safeguarding referrals and incidents notifiable to RQIA.

The agency's complaints policy outlines the process for effectively handling complaints; discussions with the manager indicated a clear understanding of the actions required in the event of a complaint being received.

The agency retains a record of all complaints or compliments received. It was noted from discussions with the manager and records viewed that the agency has received no complaints since the previous inspection.

The agency has developed an Adult placement/Host Carer newsletter that is provided to carers twice a year. The inspector noted some of the areas discussed in the publication:

- Staffing information
- Activities
- Health advice
- Training
- RQIA

Records viewed and discussions with the manager indicated that the agency has in place effective management and governance systems to monitor and improve quality.

The agency's quality annual review completed by the Head of Service states:

The Adult Placement and Host Care Scheme have had another successful year in terms of its operational delivery and provision of a high quality service to our service users. The manager for the service Mrs Anne Marie McMenemy has continued to demonstrate a high level of commitment and professional competence in the management of this scheme and plays a pivotal role in ensuring that the placements are safe for our service users and that carers are supported and trained to a high standard.

The feedback from carers and service users as seen in the review assessments indicates a notable level of satisfaction. Service users are receiving very good high quality care from people who are dedicated and committed to providing them with either a long term home or regular short breaks. This service is an important part of our delivery in terms of keeping people in domestic community based living arrangements and is also invaluable to those families who benefit from regular breaks because of host care.

With regards my own direct conversations with a small number of carers as part of this review, the feedback has been consistent noting that they feel the placements are well supported, the backup file in terms of useful information and guidance is invaluable, the input from staff has been described as brilliant by one carer and the carers have been able to describe how they would get in touch with the service if something goes wrong or they are worried.

They believe the work they are doing is valuable and that it is worth every minute when they see the reaction of service users and their faces lighting up when they come to placement.

I would acknowledge our sincere appreciation of the time invested by members of the Adult Placement Panel including professional and carer representatives who form a major part of the governance of this scheme in the approval and re-approval of adult placement and host carers. The inspector has noted some of the individual comments made by carer's during the annual quality review:

- “We are very happy with the service we receive from AM. We have been full time carers for seven years and have always felt there is more than enough support for us.”
- “There is always someone on the end of the phone and we know who to get in touch with and how to contact AM or M if there is anything wrong.”
- “I feel very well supported as a short breaks carer and love doing this. We have now moved into a bigger house so that will help too. We have been doing this for 17 years.”
- “We know how to get in touch with Anne Marie if anything goes wrong. We have a whole file from her with information about everything which is very useful.”
- “The service is absolutely brilliant and we always know you are on the end of the phone if we need you. I have no problems with x. He knows me so when he comes to us for a short break he is just like family and it gives us a focus too especially on a Saturday and Sunday.”

The organisational and management structure of the agency is outlined in the agency's statement of purpose. The registered person has worked effectively with RQIA to operate and lead the organisation in maintaining compliance with regulations. There was evidence of ongoing, effective collaborative working relationships with relevant stakeholders, including other HSCT representatives.”

The agency's statement of purpose and procedural guide were noted to have been reviewed and updated in (2018).

The manager had a clear understanding of both her and the carer's roles and responsibilities.

The registered provider has worked effectively with RQIA and maintained their roles and responsibilities in accordance with legislation. The registered person has shown an ability to respond appropriately to regulatory matters and led the organisation in maintaining compliance with Regulations.

On the date of inspection the RQIA certificate was noted to be displayed appropriately and was reflective of the service provided.

Returned questionnaires from service users indicated that well led care meant:

- You are always informed about your carer
- You feel the service is good
- Your views are sought about your care and the quality of the service
- You know how to make a complaint

Returned questionnaires from carers indicated that well led care meant:

- There is a culture of carer involvement in the running of the service
- There is a culture of continuous quality improvement and all carers are encouraged to bring forward new ideas and innovations
- Social workers and agency staff are approachable and open to whistleblowing or raising concerns.

Areas of good practice:

There were examples of good practice identified throughout the inspection in relation to the agency's governance arrangements.

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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