

Announced Care Inspection Report 27 March 2017



Lakeview Adult Placement Agency

Type of Service: Adult Placement Agency

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Tel No: 02871864359

Inspector: Joanne Faulkner

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An unannounced inspection of Lakeview Adult Placement Agency took place on 27 March 2017 from 11.00 to 15.30.

The inspection sought to assess progress with any issues raised during and since the last care inspection and to determine if the adult placement agency was delivering safe, effective and compassionate care and if the service was well led.

Is care safe?

During the inspection the inspector identified a range of evidence to indicate that the agency was delivering safe care. The agency ensures the provision of appropriately trained carers who have a clear understanding of the needs of the service users. The arrangements in place to protect service users include the provision of safeguarding training which reflects the current regional policy. There are established systems in place for person centred assessment, and review of individual needs, wishes, and risks which contribute to the safety of care delivered service users. There were no areas for improvement identified during the inspection.

Is care effective?

During the inspection the inspector identified a range of evidence to indicate that the agency was delivering effective care. The agency has systems in place to ensure that they response effectively to the assessed needs of service users. It was noted that service users are involved in the development of individualised care and support plans; these are reviewed regularly in conjunction with Health and Social Care Trust (HSCT) representatives. The agency's quality monitoring arrangements include consultations with service users, their representatives and carers; the systems provide a process for auditing and service improvement. The agency maintains effective communication with service users, relatives and key stakeholders including the HSCT representatives. The inspector received feedback which indicated that service provision had resulted in positive outcomes in the lives of service users. There were no areas for improvement identified during the inspection.

Is care compassionate?

During the inspection the inspector received feedback and identified evidence which indicated that the dignity, rights and promotion of independence of service users are promoted through service delivery. There was evidence of the agency has in place systems to ascertain the wishes and views of service users, and to effectively involve them in decision making. There were no areas for improvement identified during the inspection.

Is the service well led?

During the inspection the agency was noted to be delivering a well led service where clear management and governance systems are maintained to meet the needs of service users. The inspector noted that carers are aware of their roles, responsibility and accountability within the organisational structure. There was evidence of effective working relationships with key stakeholders including the service users, relatives, carers and the HSCT representatives. There were no areas for improvement identified during the inspection.

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

1.1 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 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.

1.2 Actions/enforcement taken following the most recent care inspection

There were no further actions required to be taken following the most recent inspection.

2.0 Service details

Registered organisation/registered person: Western HSC Trust/Elaine Way CBE	Registered manager: Ann Marie McMenamin
Person in charge of the home at the time of inspection: Ann Marie McMenamin	Date manager registered: 17 September 2012

3.0 Methods/processes

Prior to inspection the following records were analysed:

- Previous inspection report
- Records of notifiable incidents
- Correspondence with RQIA.

During the inspection the inspector spoke with the registered manager. As part of the inspection process RQIA's User Consultation Officer (UCO) spoke to two carers and one relative, by telephone, on 20 and 21 March 2017 to obtain their views of the service provided by Lakeview Adult Placement Agency.

As part of the inspection and at the request of the inspector, questionnaires were distributed for completion by carers and service users.

Feedback received by the inspector and the UCO during the inspection process is included throughout this report.

The following records were provided to the inspector during the inspection:

- Recruitment Policy
- Pre-approval checks
- Induction records
- Referral, Matching and Introduction Policy
- Training records
- Records of monitoring visits
- Adult Safeguarding Policy
- Incident reports
- Risk assessments
- Risk management policy
- Policy on restrictive intervention
- Deprivation of liberty Policy
- Review records
- Care plans
- Record Keeping Policy
- Data Protection Policy
- Confidentiality Policy
- Statement of Purpose
- Whistleblowing Policy
- Records of complaints.

4.0 The inspection

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 18 adult placement/host care service users and 17 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.

The Inspector and UCO wish to thank the registered manager, service users and carers for their support and co-operation during the inspection process.

4.1 Review of requirements and recommendations from the last care inspection dated 21 March 2016

There were no requirements or recommendations made as a result of the last care inspection.

4.2 Is care safe?

During the inspection the inspector reviewed arrangements in place for the recruitment of APA carers. It was identified that the agency has a policy a recruitment policy detailing the process for ensuring that required pre-employment checks are completed. From documentation viewed the inspector noted that the agency ensures that appropriate pre-approval checks are completed in accordance with regulations and that a checklist is maintained. The inspector viewed a number of carer agreements; carers are required to sign the record to indicate that they have been provided with the necessary information.

It was identified that the agency has a structured induction programme for carers which is completed prior to the placement taking place; carers are required to complete mandatory training in a range of areas including Safeguarding Vulnerable Adults, medication and fire safety. The inspector was advised that evaluation forms completed by carers in the induction process form the basis of discussion and provision of information as appropriate to carers. The inspector viewed a copy of the home file provided to all carers, which includes policies and procedures and details of how to access support and guidance at any time.

The UCO was advised that introductions between the service users and carers are carried out, if applicable, prior to the placement commencing. It was noted that relatives and social workers were also included in these meetings.

The registered manager stated that the agency does not provide placements at short notice or in emergencies, unless the carer has already been inducted and matched to provide care for the service user.

The registered manager discussed the arrangements for the provision of training to carers. Records viewed indicated that the agency provides training sessions in a format suitable to meet the needs of carers. Training is provided in a range of areas including safeguarding, managing money, medication management, human rights, moving and handling, infection control, and behavioural management.

Carers spoken to confirmed that training takes place both as part of their induction and on a regular basis. Examples of training received by the carers included nutrition, medication, finances and fire safety. The UCO was also informed that the carers can request additional training depending on the needs of the service user. Carers indicated that training was of a high quality and stated that the agency provides a choice of locations, dates and times to suit the individual needs of the carers.

The agency has a system in place to ensure that carers receive appropriate placement monitoring visits and that records of the visits are retained. The inspector viewed a number of completed placement monitoring visit reports, including announced and unannounced visits to carers. It was identified that carers providing long term placements receive three monitoring visits each year, one of which is unannounced; carers providing short term placements receive two monitoring visits each year. The inspector noted that a range of subjects are covered by monitoring reports, including areas which could impact on the provision of safe care to service users. The registered manager stated that the placement is reviewed and approved annually.

The UCO was informed that unannounced monitoring visits are carried out on a regular basis by the agency and, when possible, include the service user to gain their views of the placement.

The UCO was also informed that the agency regularly contacts the relatives to ensure their satisfaction with the placement.

During the inspection the agency's provision for the welfare, care and protection of service users was reviewed by the inspector. It was noted that the agency has in place a policy relating to the safeguarding of adults, which reflects most up to date guidance. Safeguarding training information and hand-outs provided to service users and carers are provided in an easy read format. From discussion with the registered manager and records viewed the inspector noted that carers receive safeguarding training as part of the induction and on an annual basis.

The inspector noted that safeguarding matters are discussed and recorded as part of monitoring visits and review meetings. The information pack provided to carers includes clearly details the process for contacting the registered manager and other HSCT representatives.

The registered manager could clearly describe the process for highlighting and reporting safeguarding concerns in conjunction with HSCT representatives and other agencies are appropriate.

The inspector examined the agency's systems in place to ensure that unnecessary risk to the health and welfare of service users are identified, managed and were possible eliminated. The agency maintains a risk management policy and restrictive practice policy. The inspector viewed a number of individual service users risk assessments which were noted to have been completed with the service users and their HSCT representatives. It was noted that risk assessments are regularly reviewed and updated and that approval of the placement is reviewed annually. The registered manager stated that there are currently no practices in place which could be deemed as restrictive; it was noted that the agency has policies relating to Restrictive Practice and Deprivation of Liberty. Records of monitoring visits and review meetings viewed by the inspector included areas of risk management, including health and safety aspects of the carer's home environment.

The agency's registered office located within WHSCT premises is suitable for the purposes of the agency as outlines in the Statement of Purpose.

Comments made by carers and relatives:

- "The carer is reliable and responsible."
- "I know the carer well and we can just discuss any concerns."
- "The training is very thorough."
- "The social workers give us any help we need."
- "Any extra training requested has been given."
- "There is a high standard in place."
- "My host family understand my needs very well."

Of questionnaires returned by carers, five were 'very satisfied' that care is safe and three were 'satisfied'. Of questionnaires returned by service users, three were 'very satisfied' that care is safe.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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4.3 Is care effective?

The agency's arrangements for appropriately assessing and meeting the needs of service users were examined during the inspection. The nature and range of service provision is outlined in the Statement of Purpose and Service User Guide. The inspector noted from a range of documentation viewed that they are maintained in accordance with the agency's record keeping policy, draft standards and legislation.

The inspector reviewed a range of individual service user care plans. The registered manager informed the inspector that care plans and risk assessments are completed in conjunction with service users and the HSCT social worker. Referral forms viewed by the inspector contained the wishes of the service user to avail of an adult placement. The inspector noted that care plans included the wishes and signatures of service users and where appropriate their relative.

The inspector viewed records maintained by the agency that detail arrangements for the carer and service user to participate in a series of introductory meetings, as appropriate. It was noted that information relating to the matching process is provided in an easy read format.

Records viewed and discussion from the registered manager indicated that reviews of care and support plans take place annually or sooner if required. Records indicated that HSCT key worker, service users' relatives and adult placement carers are invited to attend the annual review. This was confirmed by relatives and carers who spoke to the UCO. If appropriate, the social worker meets separately with the service user to obtain their views prior to the meeting.

The UCO was advised that prior to a placement commencing the carer was provided with a risk assessment and care plan regarding the needs of the service user and the agency amends the information as and when required.

The agency maintains a system of quality monitoring to oversee, audit and review the effectiveness and quality of care delivered to service users. The inspector reviewed the Annual Quality Review 2016-17 which was noted to include the comments of service users, their relatives, adult placement carers, and referring HSCT representatives. The inspector noted that the agency had received positive feedback from those consulted with.

The agency maintains a policy on the monitoring and review arrangements of adult placements. Quality monitoring of the placement is undertaken on a regular basis by agency staff on announced and unannounced basis; records of these visits were reviewed by the inspector. The views of service users are maintained via monitoring records, review records, the annual 'Have your say' questionnaire. The inspector noted that the agency provides service users with details of how to access advocacy services.

The inspector noted that the agency has a range of systems in place to promote effective communication between service users, relatives, adult placement carers and HSC Trust professionals. Methods of communication include: monitoring visits, review meetings, informal contact, carer group consultation, carer support events, training sessions and a newsletter. Information provided to carers and service users includes guidance on who to contact with concerns or if advice is needed, how to make a complaint, and contact details for the Regional Emergency Social Work Service and RQIA. Documentation viewed by the inspector included examples of effective communication with HSCT representatives.

The carers and relatives interviewed informed the UCO that good communication that takes place between the carers, relatives and the agency regarding the placement. Examples provided included holiday arrangements and handovers at the end of short term placements. The agency sends out newsletters to the carers and organises support group meetings.

Comments made by carers and relatives:

- “The service meets our needs.”
- “We both have an opportunity to participate in the reviews.”
- “Never any bother from the agency.”
- “They’re always at hand if I need anything.”
- “The needs of the service users are always paramount.”
- “My host family are a lovely, kind couple; I go to their house every Monday.”

Of questionnaires returned by carers, six were ‘very satisfied’ that care is effective and one was ‘satisfied’. Of questionnaires returned by service users, three were ‘very satisfied’ that care is effective.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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4.4 Is care compassionate?

The inspector found evidence to indicate that the culture and ethos of the agency support the values of dignity and respect, independence, rights, equality and diversity, choice and consent of service users.

The agency maintains a policy in relation to confidentiality; training records indicated that carers receive guidance on this aspect of their role and a copy of the policy is included in the home file provided to carers.

The agency’s values are outlined in key documents, including information guides for carers and service users, and the carers’ home file. Feedback received by the inspector and UCO as part of the inspection process from carers, relatives, and service users, indicated that the needs and wishes of service users are central to service provision. Discussion with the registered manager indicated that service users are treated with dignity and respect throughout the matching, introduction, and review processes.

The views of service users are reflected in reports of monitoring visits and placement reviews. A range of documents viewed by the inspector contained comments of carers, including monitoring visit reports and review forms.

Documentation viewed by the inspector reflected examples of how the agency has worked to promote the equality and diversity of service users; for example by maintaining processes where the views of service users are central to service provision. The inspector viewed records which indicated that the consent of service users is ascertained and valued appropriately; for example, when considering a placement.

The inspector identified that the agency has a range of processes in place to support communication with carers, service users and where appropriate their relatives, in a manner which indicates their responses are listened to and valued. Records indicated that agency staff have regular contact with carers, relatives, and service users through announced and unannounced monitoring visits and review meetings. In addition, records indicated that agency staff provide support to carers through support events such as 'Engage' and annual event for carers, training sessions, and visits or phone calls when required.

The inspector found that the agency has provided a range of information in a format suitable to the needs of service users, including an information handbook, annual evaluation survey, and contribution to the review of quality of the service in the form of the 'Have your say' questionnaire.

The agency has established systems to evaluate the quality of services provided, including; announced and unannounced placement monitoring visits, consultation with service users and carers and an annual evaluation survey. The inspector read the 'Annual Quality Review 2016-17' report, which included the comments of a range of stakeholders including carers and service users.

The UCO was informed by all of the carers and relatives interviewed that the service users provide feedback regarding the placement to their reviews and during monitoring visits. The method used depends on the wishes of the service user. No concerns regarding the care being provided to the service user were raised with the UCO.

Comments made by carers and relatives:

- "XXX gets on well with her."
- "The carer knows what XXX likes to do, they have a great time."
- "XXX gets to choose what we do. Quite often we just have a girly night in."
- "Look forward to XXX coming."
- "Have become part of the family."
- "Service users are treated with dignity, respect and understanding."

Of questionnaires returned by carers, six were 'very satisfied' that care is compassionate and one was 'satisfied'. Of questionnaires returned by service users, three were 'very satisfied' that care is compassionate.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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4.5 Is the service well led?

The inspector reviewed management and governance systems in place to meet the needs of service users. It was noted that the agency maintains a comprehensive range of policies and procedures which are reviewed at least every three years. Policies and procedures are maintained in a paper format accessible to all agency staff; in addition it was identified that relevant policies are included in a handbook provided to carers.

The agency has in place a complaints policy; the registered manager could clearly detail the procedure for handling complaints. It was noted that information outlining the process for making a complaint has been provided for service users in an easy read format. The inspector noted that no complaints were recorded during the reporting period of 1 April 2015 to 31 March 2016 or since the previous inspection. The inspector noted that carers receive complaints training as part of their induction and annual training updates.

The inspector reviewed the agency's management and governance systems for improving quality of the service provided. It was identified that the agency has in place a range of appropriate policies and procedures and processes for regularly auditing the outcome of complaints, safeguarding referrals and incidents. It was noted that the agency seeks to obtain the views of service users and carers; this is achieved through the monitoring visits and annual review process.

The registered manager could describe the management structure of the agency as outlined within the SOP. The inspector noted that carers were informed of their roles and responsibilities; this was evidenced through carers written comments to the agency, information provided to the UCO and feedback from RQIA questionnaires. Written and verbal guides to roles and responsibilities have been made available to carers through the carers' handbook, the newsletter, training sessions, monitoring visits. The inspector noted that the agency had recorded comments from carers and relatives who indicated that good support had been available from agency staff.

All 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 service user's social worker. Regular communication was confirmed, either through home visits or phone calls to ensure that there were no concerns regarding the placement.

Carers and relatives were aware of who they should they contact if they had any concerns regarding the placement and had knowledge of the out of hours support available to them.

Comments made by carers and relatives:

- "Very good service."
- "Just the right amount of contact; they're there if we need them."
- "Anything we asked for, we got."
- "Lakeview made the move from children services easy."
- "Good support from the office."
- "Management staff go over and above to ensure good care and support."
- "This service has excellent leaders who are meticulous in their attention and monitoring; I always feel valued and supported."

Feedback provided to the inspector indicated that there are effective collaborative working relationships with key stakeholders, including the other HSCT representatives.

Of questionnaires returned by carers, six were 'very satisfied' that the service is well led and one was 'satisfied'. Of questionnaires returned by service users, three were "very satisfied" that the service is well led.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

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 registered provider from their responsibility for maintaining compliance with the regulations and standards.



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