

Unannounced Care Inspection Report 17 September 2018



Ardkeen Supported Living Project

Type of Service: Domiciliary Care Agency
Address: 86 Marlborough Park North, Belfast, BT9 6HL
Tel No: 028 9066 7102
Inspector: Aveen Donnelly

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

Ardkeen is a, supported living type domiciliary care agency, situated in Belfast. The agency provides personal care and housing support to up to 21 individuals who have tenancies in self-contained apartments. The tenant group includes people with physical disability, sensory impairment or acquired brain injury and who require support to increase independence and enhance their quality of life. The services are commissioned by the Belfast Health and Social Care Trust and the South Eastern Health and Social Care (HSC) Trust.

3.0 Service details

Organisation: The Cedar Foundation Responsible Individual: Ms Eileen Marian Thomson	Registered Manager: Not applicable
Person in charge at the time of inspection: Manager	Date manager registered: Irina Radu - application received - "registration pending".

4.0 Inspection summary

An unannounced inspection took place on 17 September 2018 from 09.45 to 15.30 hours.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011. The inspection sought to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found throughout the inspection in relation to recruitment practices, staff development, adult safeguarding and risk management. The care records were well maintained and evidenced a person-centred approach to care delivery. The culture and ethos of the agency promoted treating the tenants with dignity and respect and maximising their independence. There was evidence of good governance and management systems in place.

No areas for improvement were identified during this inspection.

The tenants met with indicated that they were very happy living in Ardkeen.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and tenants' 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 Irina Radu, 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 18 January 2018

No further actions were required to be taken following the most recent inspection on 18 January 2018.

5.0 How we inspect

Prior to inspection the inspector reviewed the following records:

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

At the request of the inspector, the manager was asked to display a poster prominently within the agency's registered premises. The poster invited staff to give their views and provided staff with an electronic means of providing feedback to RQIA regarding the quality of service provision. Comments and feedback received are included within the body of the report.

Questionnaires were also left with the manager to obtain feedback from tenants and/or their representatives. Ten questionnaires were left for distribution. Seven questionnaires were returned to RQIA within the deadline for inclusion in the report. Further detail is included within the report.

The inspector requested that the person in charge place a 'Have we missed you' card in a prominent position in the agency to allow tenants and family members who were not available on the day of the inspection to give feedback to RQIA regarding the quality of service provision. No feedback was received.

During the inspection process the inspector spoke with the manager, three staff members, five tenants, two tenants' representatives and one HSC Trust representative. Further detail is included within the body of the report.

The following records were examined during the inspection:

- recruitment checklist
- staff induction and training records
- supervision and appraisal matrix
- records confirming registration of staff with the Northern Ireland Social Care Council (NISCC)
- incident and accident records
- restrictive practice register
- Personal Egress Evacuation Plans (PEEPS)
- staff meeting' minutes
- tenants' meeting' minutes
- complaints and compliments records
- a selection of policies and procedures
- monthly quality monitoring reports
- the annual quality report
- the Statement of Purpose
- the Service User Guide

The findings of the inspection were provided to the manager at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 18 January 2018

The most recent inspection of the agency was an unannounced care inspection. There were no areas for improvement identified.

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 agency's registered premises are located at 86 Marlborough Park North, Belfast and were suitable for the purposes of the agency.

At the time of the inspection, the agency was being managed by the manager, with three team leaders and a team of support workers. The agency's staffing arrangements were discussed and the inspector was advised that there were currently three staff vacancies. These vacancies were being filled by relief staff or agency staff who were familiar with the agency and the tenants. Recruitment efforts were discussed with the manager, who advised that recruitment of new staff was in progress. Staff spoken with advised the inspector that although they felt that the workload was very heavy, the tenants' needs were always met. These comments were relayed to the manager on the day of the inspection for review and action as appropriate.

The organisation has a dedicated human resources department which oversees the recruitment processes, including the completion of appropriate pre-employment checks. Recruitment checklists reviewed indicated that all pre-employment information had been satisfactorily completed and verified; however, advice was given in relation to the need for the registered manager or the registered provider to provide a statement that the staff are physically and mentally fit for work. The regional manager updated the recruitment checklist before the end of the inspection, advising that this would be completed as part of the recruitment process going forward. Further clarification was received by email on 18 September 2018, verifying that this statement was in place for all staff.

The inspector also viewed a recruitment dashboard, which the manager used, to enhance her oversight of staff training, agency staff usage, recruitment and absenteeism.

There was a system in place to monitor the registration status of staff in accordance with NISCC.

A review of records confirmed that all staff, including staff from other domiciliary care agencies, had received a structured induction programme in line with the timescales outlined within the Regulations. Advice was given in relation to obtaining up to date profiles for agency staff, to ensure that they were compliant with mandatory training requirements.

There were systems in place to monitor staff performance and to ensure that they received support and guidance. This included mentoring through formal supervision meetings and completion of annual appraisals. These areas were monitored by the management team as part of their quality monitoring processes. The inspector was informed that the manager had completed a training course on 'coaching and mentoring' and that the team leaders were in the process of completing this also.

Discussion with staff and a review of the training records confirmed that training had been provided in all mandatory areas. Additional training in areas such as managing tenants finances, enteral feeding, stoma care, catheter care, human rights and equality, professional boundaries, epilepsy awareness, learning disability, brain injury awareness, mental health awareness, positive behaviour support, housing support, care planning, deprivation of liberty safeguarding, death, dying and bereavement, nutrition and diet, stress management, communicating effectively, diabetes awareness, consent and crisis intervention had also been provided.

The manager advised that all staff are supported to achieve vocational qualifications, as appropriate.

Discussion with staff confirmed that they were knowledgeable about their specific roles and responsibilities in relation to adult protection and how they should report any concerns that they had. A number of incidents had been referred to adult safeguarding from the date of the last care inspection and had been managed appropriately. Arrangements were in place to embed the new regional operational safeguarding policy and procedure into practice. The role of the Adult Safeguarding Champion (ASC) was discussed during the inspection and the inspector was advised that a senior director within the organisation holds this responsibility and ensures that the organisation's safeguarding activity is in accordance with the regional policy and procedures.

A review of the accident and incident records confirmed that they were managed appropriately and were notified to the HSC Trust in keeping with local protocols.

The inspector noted that staff had received training in restrictive practice awareness. Discussion with the manager indicated that any restrictive practices used, were considered and agreed in conjunction with the tenants and their relevant representatives. A review of the records confirmed that restrictive practices were reviewed on a regular basis and were overseen by the manager, as part of the agency's governance audits.

Personal Egress Evacuation Plans (PEEPS) were completed for all tenants, to ensure that the staff were aware of the level of support each tenant required, if the event that they needed to be evacuated from their apartments.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to staff recruitment, training and development, adult safeguarding and risk management.

Areas for improvement

No areas for improvement were identified in this domain 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 full nature and range of service provision was detailed in the Statement of Purpose and Service User Guide. The agency's arrangements for appropriately assessing and meeting the needs of the tenants were examined during the inspection.

A review of the care records identified that they were maintained in accordance with the legislation and standards.

Care reviews with the HSC Trusts were noted to be held annually or as required. Discussion with the manager indicated that care and support plans were updated to reflect changes agreed at the review meetings.

The agency had developed and maintained a thorough quality monitoring system to oversee, audit and review the effectiveness and quality of care delivered to the tenants. Monthly quality monitoring was undertaken by a senior manager within the organisation. Quality monitoring reports indicated consultation with a range of tenants, staff and as appropriate HSC Trust representatives.

There was evidence of effective communication with the tenants and their representatives and with relevant HSC Trust representatives, as required. Staff meeting' minutes reflected that there was effective communication between all grades of staff and this was supported by staff spoken with during the inspection. Tenants were also encouraged to attend meetings, which were held on a regular basis.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to the quality of the care records and the agency's engagement with the tenants.

Areas for improvement

No areas for improvement were identified in this domain 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 inspection sought to assess the agency's ability to treat the tenants with dignity and respect; and to fully involve them/their representatives in decisions affecting their care and support. The culture and ethos of care was found to promote dignity, respect, independence, rights, equality and diversity. This was reflected through the staff attitudes and the delivery of the service.

The staff had a good knowledge of the tenants they supported. The review of the care records identified that the agency had obtained information that outlined their life histories, family and community relationship networks.

Participation in activities in the local and wider community were encouraged, with appropriate staff support. The manager discussed various activities including bowling, cinema, shopping, befriending services, coffee mornings, pampering sessions and take-away evenings. Tenants were also supported to plan weekends away or trips abroad, as appropriate. The inspector was informed that a tenant was fully involved in the redecoration of their apartment.

The agency maintained a range of quality monitoring systems to evaluate the quality of services provided, including monthly quality monitoring reports which specifically ascertained and included the views of the tenants and their representatives.

A review of the compliments records identified a number of positive comments received by the agency. One comment received from the HSC Trust included 'no quality issues.... All have been very happy with the support provided and I was delighted that care staff were able to accompany (tenant's name) and enable them to have a holiday'. Another relative praised the staff, writing that 'it was a wonderful home'.

During the inspection, the inspector spoke with the manager, three staff members, five tenants, two tenants' representatives and one HSC Trust representative. Some comments received are detailed below:

Staff

- "It is very good, tenants get a lot of time and support from ourselves, the tenants are really well supported, it is a good service."
- "Here has a very high standard, if it didn't, I wouldn't be here."
- "All is fine."

As discussed in section 6.4, a number of staff commented in relation to how they felt that the workload was quite heavy. Given that no concerns were raised with the inspector in relation to unmet needs, these comments were relayed to the manager for review and action as appropriate. The manager provided assurances that a staff meeting would be arranged and staff would be given the opportunity to discuss the matter further.

Tenants

- “They are fantastic, just like family, we are the best of friends with them.”
- “This is ideal for people who want to build themselves back up, it is like a rehabilitation for self-confidence, just perfect.”

Tenants’ representatives

- “No Major complaints, they do their best and any issues are addressed.”
- “(My relative) seems very happy, everything seems to be alright and they are very content.”

HSC Trust representative

One HSC Trust representative informed the inspector that they were very happy with the service. In describing the care and support provided to two tenants, the HSC Trust representative described Ardkeen staff as being caring and responsive to the tenants’ needs.

Seven staff members provided electronic feedback to RQIA regarding the quality of service provision. The majority of responses indicated that they felt either ‘satisfied’ or ‘very satisfied’ that the care provided was safe, effective and compassionate and that the service was well led. One staff member responded that they felt ‘very unsatisfied’ in relation to the well-led domain; however there were no negative comments made to support this. This was relayed to the manager for review and action as appropriate.

The inspector also provided ten questionnaires to the manager, for her to distribute, as appropriate to the tenants and/or their representatives. Seven questionnaires were returned to RQIA, within the timeframe for inclusion in this report. Comments and outcomes were as follows.

All respondents indicated that they were either ‘very satisfied’ or ‘satisfied’ that the care was safe, effective and compassionate; and that the agency was well-led. Comments included that the agency ‘could not be managed much better’ and that that the staff should ‘win a trophy for being the best in Northern Ireland every year’.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to the culture and ethos of care, promoting dignity and respect, listening to and valuing the tenants and their representatives.

Areas for improvement

No areas for improvement were identified in this domain 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.

The inspector reviewed the management and governance systems in place within the agency to meet the needs of the tenants; it was identified that the agency has effective systems of management and governance in place.

The organisational structure of the service was clearly reflected in the service user guide. The day to day operation of the agency was overseen by the manager, three team leaders and a team of care staff. In addition the agency's on call system ensured that staff could avail of management support 24 hours a day.

Staff spoken with confirmed that there were good working relationships and that management were responsive to any suggestions or concerns raised. All those consulted with described the manager in positive terms, commenting that she was 'very approachable'. One staff member provided electronic feedback to the inspector, noting that the 'open door policy (was) very present'.

There was a process in place to ensure that any complaints received were managed in accordance with regulation, standards and the agency's own policies and procedures. The manager advised that no complaints had been received from the last care inspection. All those consulted with were confident that staff/management would manage any concern raised by them appropriately. Discussion with the manager and a review of records confirmed that tenants were encouraged to raise concerns, at the tenants' meetings.

Monthly quality monitoring visits were completed in accordance with Regulation 23 of The Domiciliary Care Agencies Regulations (Northern Ireland) 2007. An action plan was generated to address any identified areas for improvement; discussion with the management team and a review of relevant records evidenced that all areas identified in the action plan had been addressed.

The agency had an Equal Opportunities Policy, updated in May 2016. This outlined the agency's commitment to ensuring that the tenants were treated equally. The agency collected equality data on tenants such as; age, gender, race, disability, marital status via the commissioning trust referral information. Staff had also attended training on equality and diversity.

There was a process in place to ensure that the quality of the agency was reviewed on an annual basis. It was good to note that the tenants had returned a 97 percent satisfaction rate with the care and support provided.

There was a system in place to ensure that the agency's policies and procedures were reviewed at least every three years.

Review of records pertaining to accidents and incidents confirmed that these were appropriately managed. RQIA had been notified appropriately of any reportable incidents.

There was evidence of effective collaborative working relationships with key stakeholders, including the HSC Trust, families of the tenants and staff. The agency had received positive feedback through the quality monitoring report from HSC Trust representatives regarding the ability of the agency staff to work in partnership to meet the needs of the tenants.

On the date of inspection the registration certificate was up to date and displayed appropriately.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to governance arrangements, management of complaints and incidents, quality improvement and maintaining good working relationships.

Areas for improvement

No areas for improvement were identified in this domain 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.



The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
 [@RQIANews](https://twitter.com/RQIANews)