

# Announced Care Inspection Report 22 March 2018



## Causeway Share the Care Scheme

**Type of Service: Adult Placement Agency**  
**Address: Mountfern Complex, 8a Rugby Avenue, Coleraine,  
BT52 1JL**  
**Tel No: 02870347871**  
**Inspector: Jim McBride**  
**User Consultation Officer: Clair Mc Connell (UCO)**

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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

Causeway Share the Care Scheme aims to promote the rights of individuals, to access respite care in the community. The scheme, through the provision of a range of adult placements, ensures that needs are met. Whilst on placement, individuals have the opportunity to share the family life of the adult placement carer, in a home from home environment.

The share the care team of staff and the adult placement carers' are committed to promoting the physical, emotional and spiritual wellbeing of the individual service users, as well as protecting them from abuse and harm. The agency currently has 110 carers and 222 service users.

The Adult Placement Scheme is part of the Northern Health and Social Care Trust's Learning Disability Team and meets the needs of adults with learning disabilities, physical disabilities and sensory impairments.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Northern Health & Social Care Trust  <b>Responsible Individual:</b> Dr Anthony Stevens	<b>Registered Manager:</b> Alexander Walker
<b>Person in charge at the time of inspection:</b> Alexander Walker	<b>Date manager registered:</b> 31/03/2009

### 4.0 Inspection summary

An announced inspection took place on 22 March 2018 from 09.20 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 inspector noted a comment attributed to the Chief Executive of the NHSCT during the 20<sup>th</sup> anniversary celebrations for the Share the Care Scheme in 2017.

- *“I’m humbled by the commitment of host carers to provide a homely environment for many adults with learning difficulties.”*

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
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Alexander Walker, 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 27 March 2017

No further actions were required to be taken following the most recent inspection on 27 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
- Safeguarding policy 2017
- Carers recruitment policy 2017
- Whistleblowing policy 2016
- Restrictive practice guidance 2017
- Complaints policy 2016
- Statement of purpose 2018
- Carer handbook 2018

The agency requires carers to evaluate training following each training session; the inspector has noted some of the comments received from carers:

- “Easily understood and explained.”
- “Presented in a clear and extensive way.”
- “The course was very helpful.”
- “Training was informative.”
- “This consolidated my existing knowledge.”
- “Training was sufficient for my needs.”
- “Very good information on Epilepsy awareness.”

As part of the inspection the UCO spoke with two carers and three relatives, by telephone, on 23 and 27 March 2018 to obtain their views of the service provided by Causeway Share the Care Scheme.

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. 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:**

- "Our carer \*\*\*\*\* is exceptional"
- "Our carer \*\*\*\* is exceptional, we have had a good relationship with \*\*\*\* for some time."
- "\*\*\*\*\* treats our son like a grandson as does the family."
- "The continuity of care is essential to this service."
- "The carer is the reason the service is exceptional for us."
- "My son is treated like a member of the family when he goes for respite."
- "Really happy and always wants to go back."
- "I can talk to the staff at any time."
- "Anything I have asked about has been answered and help given to the service user if needed."
- "There is good support from the share care team."

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 27 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 27 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. This was felt to be beneficial as it allows for a relationship to develop between the person supported and their carer, and reassures the relatives about the match. 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 to suit the carers.

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 policies and procedures in relation to safeguarding adults and whistleblowing were reviewed. The 'Safeguarding' policy and procedure provided information and guidance in accordance with the required standards. The policy 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 no referrals 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. The inspector noted some comments made by service users and relatives during their annual care review:

- “I enjoy my placement.”
- “I enjoy shopping with \*\*\*\*.”
- “No issues, all going well.”
- “We decide together what to do when I stay over.”

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
<b>Total number of areas for improvement</b>	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 the appropriate information regarding the person supported. Reviews take place annually to discuss the placement and the person supported, relatives and carers have an opportunity to attend if they wish to do so. Communication was noted to be very good between the relatives, agency and carers; and the carers are informed by the agency of any changes to the person supported care. Examples of some of the comments made by the relatives are listed below:

- “No complaints at all.”
- “Couldn’t do without it.”
- “So far, so good.”

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

- “No concerns whatsoever.”
- “I’ve been made to feel like part of the team. Get whatever support we need.”

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 and Carers Handbook.

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 an annual audit being completed by a senior manager. The inspector noted that the annual quality review was completed by the Head of Service in November 2017. The annual report shows clear satisfaction with:

- Placements
- Good service from the staff team
- Training

The inspector has included some of the comments made by service users during the annual review:

- “I love living here I like to help \*\*\*\*\* around the house around the house.”
- “I enjoy short breaks.”
- “We love going to \*\*\*\*\* house.”
- “I wouldn’t like to go to anyone else.”
- “I used to go to Residential respite but it was boring we did not do anything.”

In summary, the feedback from service users was all very positive. People were really enjoying their experiences.

Comments made by carers during the annual review:

- “I’m well supported by the Share the Care team and that her social worker \*\*\*\*\* is only a phone call away.”
- “I have kept up with all mandatory training requirements.”
- “I am well supported and \*\*\*\*\* absolutely loves coming to stay with me.”
- “I really enjoy being able to provide the service.”



- “I enjoy the training and being kept up to date.”
- “We are well supported by the team.”

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 were appropriate their representatives. The inspector noted some of the comments made by service users during the visits:

- “I’m happy with \*&\*.”
- “I’m happy to continue living here.”
- “I love coming to stay with \*\*\*\*.”
- “I have met a lot of \*\*\*\*\* neighbours.”
- “I’m happy and content.”
- “I’m happy with what \*\*\*\*\* does for me.”

This area of monitoring is recognised as 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 there 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
<b>Total number of areas for improvement</b>	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. Below are some of the activities carried out by the people supported during their respite:

- Shopping
- Cinema
- Meals out
- Walks
- TV
- Puzzles and games
- Day trips

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

- “XXX absolutely adores XXX (carer).”
- “Can’t wait to go. Bag is already packed for this weekend.”
- “XXX is quite happy to go. It’s reassuring to know that XXX is happy.”

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

- “XXX is like part of the family. Just joins in with whatever is going on.”
- “It’s a great service for families.”

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. The agency completes an annual quality review seeking comments on the quality of the service from service users and relatives.

The manager stated that the 2018 survey is almost completed and that information gathered to date shows good satisfaction levels.

The inspector noted some of the compliments received by the agency during 2017:

- “The support I received from the share the care team was good.”
- “Thank you for your support.”
- “Thanks for all your help.”
- “Nothing is too much trouble.”
- “Any time we contacted you with a problem you quickly and without hassle sorted it out.”

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
<b>Total number of areas for improvement</b>	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 agency’s team of staff. 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 regarding the placement and were aware of the out of hours support available to them.

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 minimum standards. During the inspection the inspector viewed a number of policies; it was identified that a number 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 staff and records viewed that the agency has received no complaints since the previous inspection.

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 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 HSCCT representatives.

The agency's statement of purpose and service user handbook were noted to have been reviewed and updated in (2018)

The manager had a clear understanding of both his 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
<b>Total number of areas for improvement</b>	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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