



The Regulation and
Quality Improvement
Authority

Causeway Share the Care Scheme
RQIA ID: 10863
Mountfern Complex
8a Rugby Avenue
Coleraine

Inspector: Jim McBride
Inspection ID: IN23955

Tel: 028 7034 7871
Email: alec.walker@northerntrust.hscni.net

**Announced Care Inspection
of
Causeway Share the Care Scheme**

27 January 2016

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of Inspection

An announced care inspection took place on 27 January 2016 from 09.30 to 13.30. Overall on the day of the inspection the agency was found to be delivering safe, effective and compassionate care. No areas for improvement were identified. This inspection was underpinned by The Adult Placement Agencies Regulations (Northern Ireland) 2007 and the Draft Minimum Standards for Adult Placement Agencies 2005.

1.1 Actions/Enforcement Taken Following the Last Inspection

No actions required to be taken following the last inspection.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: NH&SCT Mr Anthony Stevens	Registered Manager: Alexander Walker
Person in charge of the agency at the time of Inspection: Alexander Walker	Date Manager Registered: 31 March 2009
Number of service users in receipt of a service on the day of Inspection: 180	

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the previous inspection and to determine if the following themes have been met:

Theme 1

Carers are trained and supported to meet the needs of individual service users.

Theme 2

The agency regularly reviews and monitors the placement.

4. Methods/Process

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

Prior to inspection the following records were analysed:

- The report of the previous inspection
- Summary of complaints forwarded to RQIA prior to the inspection

During the inspection the inspector met with the registered manager and a team social worker. The inspector also met with two service users and spoke with two carers by telephone.

Service users' comments:

"I enjoy my time with the carers."

*"*** is very good and we get on well together."*

"I have no complaints."

"I enjoy the activities I do at the other house."

"It's great; I love the break from home."

Staff Comments:

"We have a great relationship with all carers."

"The service is being developed and we have good links with other professionals."

"We communicate well within the staff team."

Carers Comments:

"The placement is going really well and I am well supported by the staff team."

"The staff are excellent and keep me well updated and informed on matters concerning the placement."

"My placement is going well, the staff keep me well informed about the service and support me well."

"I enjoy the role and more people should get involved."

The following records were examined during the inspection:

- Carer recruitment records.
- Carer approval notices.
- Carer's induction records.
- Minutes of carer group meetings.
- Ten care and support plans.
- HSC Trust assessments of need and risk assessments.
- Care review records.
- Placement monitoring reports

Carer training records:-

- *First Aid 20/10/15*
- *Vulnerable Adults 9/11/15*
- *Epilepsy training 28/9/15*
- *Infection Control 21/10/15*
- *Health and safety 6/10/15*

Prior to the inspection a number of questionnaires were issued to service users asking them how satisfied they were with the following: Twenty one questionnaires were returned and people were either satisfied or very satisfied.

- They felt safe and secure on placement
- Happy with the person they were matched with
- Satisfied that they know how to make a complaint
- Satisfied that complaints are dealt with, if required
- Satisfied that people listen to them
- Satisfied that they are asked about how good the placement is

Individual comments made by service users:

"It's very good and I like going."

*"I like going to football with *****"*

"Everything has been good so far."

"I'm very happy with the way things are going."

*"***** and ***** are both nice."*

*"If I had a complaint I would talk to. ****"*

*"I like going to Portstewart in the car with **** and *****, I love taking chips back home."*

*"I'm very happy with ****."*

"This is my home."

*"***** and *** * and my social worker always listen to me."*

*"I love the placement and *** loves having me."*

"I look forward to going."

"I really enjoy staying with my other family. They make me feel special and we have good fun."

"When I stay I am asked what I want to do and they take me places I enjoy."

Prior to the inspection a number of questionnaires were issued to carers asking them how satisfied they were with the following: Sixteen questionnaires were returned and people were either satisfied or very satisfied.

- With the training provided
- The induction programme
- With their participation in review meetings
- With the agency listening to the wishes and feelings of the person supported
- The support they receive as carers

Individual comments made by carers:

"The team are very helpful and always at the end the phone."

"Visits are helpful and the person is approachable."

"The reviews are good we find them helpful."

"We are all at reviews for the support of the young person."

"Staff dealing with me are very supportive."

*"As new carers we were apprehensive, but ***** was remarkable getting us through it."*

"The ongoing support is excellent."

"I'm always well supported and informed."

*"***** is an excellent social worker. She includes me and keeps me up to date with any changes; she has a lovely attitude to her work and the carers."*

*"***** is the best social worker we have ever worked with as is ****."*

"Staff treat us as part of the team and are a great support and encouragement to us carers."

"I have found that the team are very committed and in tune with each of the clients' needs and wishes."

*"**** and the team give me 100% support at all times."*

"I have always found training to be well organised and delivered."

*"I would like to name ***** social worker as being very professional."*

*"***** is effective and a compassionate individual, she is very supportive and prompt at returning calls."*

"I am satisfied with all aspects of my involvement."

"I'm well supported."

5. The Inspection

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 aims of the scheme states:

"To ensure that the carer is able to offer appropriate care for the guest's assessed need".

"To enable everyone involved within the project to develop their full potential".

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 seven staff in place, eighty five carers and one hundred and eighty 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.

5.1 Review of Requirements and Recommendations from Previous Inspection

The previous inspection of the agency was an announced care inspection dated 2 March 2015. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the Last Care Inspection

No previous requirements or recommendations were made.

5.3 Theme 1: Carers are trained and supported to meet the needs of individual service users. Is Care Safe?

The agency has in place effective procedures in relation to mandatory training. The inspector examined a number of training records in place for ten carers. Discussion with the manager and examination of training records evidenced that the agency has a process in place to identify and respond to training needs, relevant to the care needs of individual service users. The records did provide an assurance that all training had been provided in accordance with the frequency outlined in RQIA's "Guidance on Mandatory Training for Providers of Regulated Services".

Carers are supported through induction and training to ensure they have the required skill and knowledge to support service users. The inspector examined a number of training evaluations completed by carers, some of the comments include:

"Training was completely clear and professional."

"Very happy with the outcomes."

"Excellent and informative."

"I was very well informed."

The manager discussed the matching process whereby carers are matched with service users. The manager described the induction as effective in preparing carers for their role. The inspector noted a number of placement agreements in place that included:

- Access NI details
- Approval notices
- Contact information
- Training records
- Induction records
- Placement monitoring

The inspector was advised that emergency/short notice arrangements were in place for service users in relation to placements. A number of carers are trained in specific areas to enable them to provide emergency placements i.e. Behaviour management and epilepsy management training.

Is Care Effective?

Carers are provided with the following to ensure they are clear about their role and responsibilities:

- Placement agreements
- Induction and ongoing training
- Individual care and support plan information
- Service user information

The inspector saw evidence of how the service users choose the APA carers through the matching process, this was confirmed by the two service users interviewed during the inspection. The manager discussed with the inspector how the decisions are made and how the placements are discussed with the service user. The inspector noted that service user files include the following information:

- Referral information
- Risk assessments including any restrictive practice
- Placement agreements
- Care plan updates
- Review details

Both the service users and the carers spoken to during the inspection confirmed that they were aware of the HSC Trust whistleblowing policy. One service user stated *"If I had a problem I would speak to my social worker."* The whistleblowing policy forms part of the carer's induction and copies were seen within individual records examined.

The inspector was advised that the effectiveness of carer's induction is evaluated throughout the induction period and during placement monitoring.

The inspector noted a number of support mechanisms in place for the carers these include:

- Carers groups
- Placement Monitoring
- Placement agreements
- Training

The manager and staff member interviewed stated that they have an open door policy and that carers are free to contact the staff at any time. One carer stated *"Staff treat us as part of the team and are a great support and encouragement to us carers."* Another stated: *"The team are very helpful and always at the end the phone."*

Is Care Compassionate?

The inspector noted the processes in place for obtaining the views of service users/carers and others these include:

- Placement monitoring
- Reviews
- Audits
- Quality monitoring
- Annual quality review

The inspector examined a number of placement monitoring records; these evidenced the views of carers and service users. A number of care reviews were examined and changes /amendments to care plans were communicated to carers and were updated within individual care plans.

Areas for Improvement

There were no areas for improvement in this theme.

Number of Requirements:	0	Number of Recommendations:	0
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5.4 Theme 2: The agency regularly reviews and monitors the placement.

Is Care Safe?

The agency has in place a policy and procedure in relation to placement monitoring. The policy outlines the process and frequency of both announced and unannounced visits to carers. The inspector examined a number of monitoring visit records in place. It was clear from these records that both carers and service users were spoken with and their view was listened to.

One service user stated: *"If I had a compliant I would talk to. ****"*

One carer stated: *"Visits are helpful and the person is approachable."*

Is Care Effective?

The inspector examined a number of records in place of both announced and unannounced monitoring visits the records were satisfactory and demonstrated adherence to the agency's own policy and procedure. The records evidenced how the agency staff ascertain and respond to the views of service users and carers. The individual monitoring reports were comprehensive and provide assurance of placement monitoring.

Is Care Compassionate?

Care is provided to service users on a one to one basis in an individualised manner. Through the matching process both service users and carers get to know each other and are familiar with individual care and support needs. The two service users spoken to during the inspection were aware of their involvement in their care and support and stated that they can make their

own decisions about the placement. They both felt that their view was listened to by **** and the other staff. It was noted by the inspector that the carers training includes recognising the service user's human rights. Documentation in place evidenced human rights training.

Areas for Improvement

There were no areas for improvement in this theme.

Number of Requirements:	0	Number of Recommendations:	0
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5.5 Additional Areas Examined

Complaints:

The agency returned to RQIA a summary of all complaints received between 1 January 2014 and 31 March 2015. The agency had received no complaints during this period.

Quality Monitoring:

A report of the annual quality monitoring completed on behalf of the registered person was reviewed. The report evidenced how the agency ascertains and responds to the views of service users, carers, professionals and staff. The agency's monitoring report was comprehensive and provides assurance of quality monitoring and service improvement. The monitoring individual spoke to the following people:

- Five service users
- Two carers
- One staff member
- Two referring professionals

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the service. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Alec Walker	Date Completed	4/2/16
Registered Person	Tony Stevens	Date Approved	4/2/16
RQIA Inspector Assessing Response	Jim Mc Bride	Date Approved	9/2/16

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

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