

# Announced Care Inspection Report 27 March 2017



## Causeway Share the Care Scheme

**Type of service: Adult Placement Agency**  
**Mountfern Complex, 8a Rugby Avenue, Coleraine, BT52 1JL**  
**Tel no: 028 7034 7871**  
**Inspector: Jim McBride**  
**User Consultation Officer: Clair Mc Connell (UCO)**

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Assurance, Challenge and Improvement in Health and Social Care

## 1.0 Summary

An announced inspection of Causeway Share the Care Scheme took place on 27 March 2017 from 09.30 to 12.45.

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

### **Is care safe?**

During the inspection the inspector found a range of evidence to indicate that the agency was delivering safe care. The agency maintains a stable provision of appropriately trained and supported carers who understand the needs of service users. The arrangements to protect service users include the provision of safeguarding training which reflects the most up to date regional guidance. There are established systems of person centred assessment, and review of needs, wishes, and risks which contribute to the safety of care delivered to service users. There were no recommendations or requirements made as a result of the inspection.

### **Is care effective?**

During the inspection the inspector found a range of evidence to indicate that the agency was delivering effective care. The agency has systems in place to ensure an effective response to the assessed needs of service users. Service users are involved in the development of care and support plans which are reviewed regularly with HSC Trust professionals. The quality monitoring arrangements include consultations with service users, their representatives and carers, and provide a system of audit and service improvement. The agency maintains effective communication with service users, relatives and key stakeholders including the HSC Trust. The inspector received feedback which indicated that service provision had resulted in positive outcomes in the lives of service users. There were no recommendations or requirements made as a result of the inspection.

### **Is care compassionate?**

During the inspection the inspector received feedback and found evidence which indicated that the dignity and promotion of independence of service users are upheld through service delivery. There was evidence of the agency's maintenance of systems to ascertain the wishes and feelings of service users, and involve them in decision making. There were no recommendations or requirements made as a result of the inspection.

### **Is the service well led?**

During the inspection the agency was found to be delivering a well led service where clear management and governance systems are maintained to meet the needs of service users. The inspector found that carers are aware of their roles, responsibility and accountability within the organisational structure. There are effective working relationships with key stakeholders including service users, relatives, carers and the HSC Trust. There were no recommendations or requirements made as a result of the inspection.

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

## 1.1 Inspection outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Mr 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.

## 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

<b>Registered organisation/registered person:</b> NHSCT Antony Baxter Stevens	<b>Registered manager:</b> Alexander Walker
<b>Person in charge of the agency at the time of inspection:</b> Alexander Walker	<b>Date manager registered:</b> 31/3/2009

## 3.0 Methods/processes

Prior to the inspection the UCO spoke with three carers, by telephone, on 20 March 2017 to obtain their views of the service provided by the Causeway Share the Care Scheme. The information received has been included in the body of this report.

As part of the inspection and at the request of the inspector, questionnaires were distributed for completion by carers; seven questionnaires were returned. At the request of the inspector, questionnaires were distributed for completion by service users and/or their representatives; two questionnaires were returned.

Feedback received by the inspector and the user consultation officer during the inspection process is included throughout this report.

Prior to inspection the following records were analysed:

- Previous inspection report
- Records of notifiable incidents

- Correspondence with RQIA since the previous inspection

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

- Recruitment and Assessment of Carers;
- Pre-approval checks;
- Carers' agreements;
- Placement agreements;
- Post approval induction for carers;
- Referral matching and introduction policy and procedure;
- Records relating to content of training, attendance at training, training evaluations and workbooks;
- Records of monitoring visits undertaken by scheme social workers;
- Adult safeguarding policy and procedure;
- Examples of record keeping maintained by the agency;
- Risk assessments;
- Policy on restrictive practice;
- Review records of care provided;
- Carer consultation records;
- Carers' handbook;
- Training records including:
  - Medication
  - Safeguarding
  - Health & safety
  - Fire safety
  - First aid
  - Infection control
- Person Centred Plans;
- Statement of Purpose;
- Annual Quality Review;
- Sample carer home file;
- Risk register;
- Complaints leaflets;
- Complaints return

#### 4.0 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 110 carers and 200 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.

#### **4.1 Review of requirements and recommendations from the most recent inspection dated 27/01/2016**

The most recent inspection of the agency was an announced care inspection. The completed QIP was returned and approved by the care inspector.

#### **4.2 Review of requirements and recommendations from the last care inspection dated 27/01/2016**

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

#### **4.3 Is care safe?**

During the inspection arrangements for the recruitment and assessment of carers were reviewed by the inspector. The agency has a policy in place relating to the recruitment and assessment of carers. The inspector found that the agency ensures that appropriate pre-approval checks are completed in accordance with regulations; an example of the completed checklist used was viewed by the inspector. The inspector examined completed agreements for a number of carers prior to the commencement of an adult placement.

The agency has in place a structured induction programme for carers that is implemented in accordance with the agency's referral, matching and introduction policy and procedure. Induction training includes safeguarding, health and safety, first aid, medication management, and information specific to individual service users. The inspector examined a number of information home files provided to all carers, which includes key policies and procedures and support contact information.

The inspector was advised by the registered manager 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 person requiring support.

The registered manager discussed the arrangements for the provision of training to carers. The inspector was advised, and saw evidence to indicate the agency provides training sessions in formats/times suitable to meet the needs of carers. Areas covered by training include safeguarding, medication management, health and safety, fire safety and infection control. The inspector viewed evaluation questionnaires completed by carers after training, which enable the agency to evaluate the effectiveness of training sessions. It was noted that the carer's commitment to taking part in training is stated in the carer placement agreement.

The agency has in place a system to ensure that all carers receive appropriate placement monitoring visits and that records are retained. The inspector was provided with a range of completed placement monitoring visit reports, including announced and unannounced visits to carers. 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 people supported.

The inspector noted some of the comments made by service users during the monitoring visits:

- “\*\*\*\*\* enjoys going to\*\*\*\* for respite.”
- “Me and \*\*\*\* get on well together.”
- “I’m happy to continue to live here.”
- “I feel very well supported by \*\*\*\*&\*\*\*\*\* they are here for me.”
- “I love living with \*\*\*\*\* we are always doing something different.”
- “\*\*\*\*\* is very good to me.”

The agency’s provision for the care and protection of service users was examined by the inspector. The inspector viewed the agency’s policy in relation to the safeguarding of adults, which reflects the most up to date guidance. Safeguarding training information and hand-outs provided to carers and seen by the inspector reflect the regional guidance and ‘Adult Safeguarding Operational Procedures’ September 2016. The inspector was advised that carers receive safeguarding training as part of induction and on an ongoing basis to reflect best practice; records confirmed this. The inspector noted that safeguarding issues are discussed and recorded as part of monitoring visits and review meetings. The information pack provided to carers includes details of how to contact the agency staff, or report concerns directly to the HSC Trust, including out of hours arrangements.

The agency maintains a risk management policy and restrictive practice policy. The inspector examined appropriate risk assessments completed with individual service users in conjunction with the HSC Trust, which are regularly evaluated and reviewed. Records of monitoring visits and review meetings seen by the inspector included areas of risk management, including health and safety aspects of the carer’s home environment.

The UCO was advised that introductions between the service user and carers were carried out by a social worker prior to the placement commencing to ensure that everyone involved was satisfied with the match. The relatives were also given the opportunity to attend these meetings if possible.

The carers interviewed confirmed that training has taken place both as part of their induction and on a regular basis. Examples of training received by the carers included home safety and safeguarding. The UCO was also informed that some of the carers had received additional training relevant to the service users’ needs. Training was felt to be of a high quality and the agency provided a choice of locations, dates and times to suit the carers.

Unannounced monitoring visits have been carried out on a regular basis by the agency and, when possible, included the service user to gain their views of the placement.

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

- “The introduction was extensive but it was important that the match was right for everyone.”
- “Great support. I know that I can just lift the phone at any time.”
- “There’s good communication between the agency and us. They advise us of any issues with XXX and update the paperwork.”

Seven returned questionnaires from adult placement carers indicated that:

- They felt that service users are safe and protected from harm;
- That risk assessments and care plans are in place for the people who use the service;

- They receive appropriate training for their role.

### Comments:

- “Excellent care provision.”
- “My training is excellent.”

Four returned questionnaires from service users indicated that:

- They can talk to their carers if they are unhappy or had any concerns.
- The care they receive helped them feel safe.

### Areas for improvement

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	0	<b>Number of recommendations</b>	0
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#### 4.4 Is care effective?

The agency’s arrangements for appropriately assessing and meeting the needs of people who use the service were examined during the inspection. The full nature and range of service provision is laid out in the Statement of Purpose and Carers Handbook.

The inspector reviewed a wide range of care plans for service users. The registered manager informed the inspector that care plans and risk assessments are developed with service users and their relatives in conjunction with referral information provided by the HSC Trust. Referral forms seen by the inspector contained the wishes of the service user and their relatives who avail of adult placement. The inspector noted that care plans included the wishes and where possible signatures of people supported and/or their relatives.

The inspector was provided with placement agreements which provide details of the placement offered. Records maintained by the agency outlined arrangements for the carer and service user to participate in a series of introductory meetings, as appropriate.

Records and feedback from the registered manager indicated that reviews of care and support plans take place three months after the commencement of a placement, and then annually, or if indicated by a change in circumstances. Records indicated that HSC Trust key workers, service users, relatives and adult placement carers are invited to attend the review. The inspector noted that care plans were updated accordingly in response in changes in the needs or wishes of service users and carers advised in writing.

The inspector noted some of the comments made by service users during their annual review:

- “I’m very happy with share the care.”
- “I’m very happy with my care and support from \*\*\*\*\*.”
- “They treat me like my mother and father do.”
- “Lots of activities and outings.”

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

**Service users:**

- “I have no issues with my family.”
- “I love going to my carers, as I go out and do things with them.”
- “I don’t want my respite to stop.”

**Carers:**

- “I enjoy providing care for people.”
- “\*\*\*\* is just part of the family now.”
- “My experience of share the care has been positive.”
- “\*\*\*\*\* is at the heart of our household.”
- “The flexibility of training enables families to attend.”

**Staff:**

- “I really enjoy what I’m doing and feel I’m making a difference.”

**HSC Trust professionals:**

- “The flexibility and homely environment is something carers and service users enjoy.”
- “Like all good things they would all like more.”
- “Clients feel they are very much part of a family when there.”
- “The scheme is well monitored and the provision of good care is high.”
- “A true measure of something that works is, the length of time some have been receiving breaks with the same carers.”

Quality monitoring of the placement is undertaken on a regular basis by agency social workers, 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 and annual satisfaction survey.

The inspector noted some of the positive responses received by the agency following the annual quality review in relation to the following:

- I like living with my carer;
- I like my carer;
- My carers listen to what I want;
- They are good to me.

The inspector found 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, complaints procedure and training sessions. Information provided to carers, service users and their relatives included 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.

The UCO was advised that the induction for carers was very detailed and that they were provided with training and information regarding the service by the agency. 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.

Multi-disciplinary reviews take place annually to discuss the placement. The service user, their relatives and carers are given the opportunity to attend the meeting if they wish to do so. If appropriate, agency staff meets separately with the service user to obtain their views.

The carers interviewed also informed the UCO about the good communication that takes place between the carers, relatives and the agency regarding the placement. Examples given included holiday arrangements and handovers at the end of short term placements.

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

- “It’s very rewarding for us all.”
- “Have a great relationship with the social worker. Sometimes they call in if they’re passing just to have a chat.”
- “The agency organises a support group and outings which allows us to meet other carers and support each other.”

Seven returned questionnaires from adult placement carers indicated that:

- Service users get the right care, at the right time and with the best outcome for them;
- The needs of the people who use the service kept under review;
- The care they provide meets the needs and wishes of service users.

#### **Comments:**

- “I have had no complaints.”
- “The service users have an input to all decisions.”
- “I always like my monitoring visits. It’s a good time to exchange views.”

Four returned questionnaires from service users indicated that:

- They get the right care, at the right time and with the best outcome for them;
- They are provided with information about their carers;
- They are involved in the review of their care.

#### **Areas for improvement**

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	0	<b>Number of recommendations</b>	0
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## 4.5 Is care compassionate?

The agency maintains a policy in relation to record keeping, information security, and confidentiality; training records indicated that carers receive guidance on this aspect of the caring role.

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

The views of service users are recorded through the annual quality survey, and reflected in reports of monitoring visits and placement views. A range of documents seen by the inspector contained the views of carers, including monitoring visit reports.

The inspector found that the agency has a range of processes in place to support communication with carers, service users and/or 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 they provide support to carers through support events, training sessions, and visits or phone calls when required.

The inspector found that the agency has published a range of information in a format suitable to the needs of service users, including an information handbook and annual evaluation survey. The agency has established and maintained systems to evaluate the quality of services provided, including; announced and unannounced placement monitoring visits, consultation with service users and carers. The inspector read the 'Annual Quality Review 2016-17' report, which included the views of a range of stakeholders including carers and service users and service improvement plans.

The inspector noted some of the positive responses from carers in relation to the following:

- I was very satisfied with the assessment process;
- I was satisfied with the amount and type of information; I received about the individual I care for;
- I was satisfied with the matching process;
- The review and monitoring visits happened regularly and felt supported;
- I feel informed about who to contact in an emergency;
- I feel I have enough contact with the share the care scheme;
- I feel I am informed of my responsibilities to the person placed;
- How satisfied are you with the level/quality of training provided?

### Comments:

- 'Have attended all training offered and found it to be very informative'.
- 'I am very satisfied with the training that has been provided by the trust and also the support of nurse \*\*\*\*\*'.
- 'Sufficient training given'.
- 'Training good'.

- 'I participate in all aspects of training and feel it meets the requirements I need whilst providing the service'.
- 'All training is thorough'.
- 'Training is interesting and informative'.
- 'I feel well supported'.
- 'Everything is well covered at present'.
- 'Satisfied with level of support'.
- 'Because the service is so diverse and "tailored" to each user, I believe that each individual client is assessed on their needs and requirements, which means that the service is already being improved on "case to case" basis'.
- 'The Adult Share the Care Scheme puts the needs of the clients and their families first. The support that we provide is essential in helping the parents care for their child at home'.
- 'The Share the Care staff were amazing, they were very supportive and we would have had difficulty coping without them. I just wanted this noted, as they are a great support and help to their Carers when faced with problems'.
- 'If it wasn't for Share the Care, families would not get the well-deserved breaks they need'.
- 'I feel very well supported by the team in the Share the Care field always very helpful and understanding.

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

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

- "XXX tells me what they want to do during their stay."
- "XXX is just like part of the family and joins in with our plans."
- "We encourage XXX to attend the reviews but alternative arrangements are made if necessary."

Seven returned questionnaires from adult placement carers indicated that:

- That service users treated with dignity and respect and involved in decisions affecting their care;
- They were satisfied that service users have their views listened to and considered;
- They were satisfied that improvements are made in line with the views of the people who use the service.

#### **Comments:**

- "As a carer all views and decisions are always made with compassion."
- "Everyone is very compassionate."
- "The service user looks forward to the one to one."

Four returned questionnaires from service users indicated that:

- They are treated with dignity and respect and involved in decisions affecting their care;
- They are asked about how good the service is

## Areas for improvement

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	0	<b>Number of recommendations</b>	0
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### 4.6 Is the service well led?

The inspector examined 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 on an electronic system accessible to all agency staff, and relevant policies are included in a handbook provided to carer. The Statement of Purpose and Carers Handbook are kept under review.

The agency maintains and implements policy relating to complaints. The inspector noted that no complaints were recorded during the reporting period of 1 April 2015 to 31 March 2016.

The inspector saw evidence of the review of information with the aim of improving service quality for service users. This includes the agency's management of risk which includes appropriate policies and procedures, regular audit and learning from adverse incidents including safeguarding incidents and incidents notifiable to RQIA.

The management structure of the agency is clearly defined and was well understood by agency, carers, and service users. The inspector found that carers were informed of their responsibilities and understood their roles; this was evidence through carers written comments to the agency, through information provided to the UCO and feedback from RQIA questionnaires.

Written guides to roles and responsibilities have been made available to carers through the carers' handbook, training sessions and monitoring visits. The inspector was advised by that carers are encouraged to contact the agency for advice and guidance at any time. The inspector noted that the agency had recorded comments from carers and relatives who indicated that good support had been available from agency staff.

Feedback provided to the inspector by the registered manager indicated that there are effective collaborative working relationships with key stakeholders, including the HSC Trust.

The inspector noted some of the comments made by service user's relatives who avail of services in relation to:

- How satisfied are you with the level of communication with the share the care team?
- How satisfied were you with the information you received?
- How satisfied are you with the respite for family?
- How satisfied are you with the matching process i.e. meeting and choosing respite carers?
- How satisfied are you with the level of respite provision you received?
- How satisfied are you with the review of the placement?
- Do you feel that you are familiar with how to make a complaint or complement about the service?

**Comments:**

- 'I am very happy with \*\*\*\*\* and \*\*\*\*\* especially as they have continued with their care as he is now in adult services'.
- 'This service has been a life line to my family. I consider myself very lucky that it has worked so well for us. My only wish would be the service was available to many more people'.
- 'I am very satisfied with the Share the Care \*\*\*\*\* receives. I have no complaints'.
- '\*\*\*\*\* has been very helpful to us'.
- 'The service I receive is excellent. Its works very well at the moment and has worked very well from the beginning. I would really miss it if we didn't have it. It gives me time to myself. So because of this I feel my situation cannot be improved upon'.
- 'Everything is great'.
- 'Satisfied with break we get'.
- 'We feel that the service is very accessible, we have no suggestions for improvements as \*\*\* and us, her family are delighted with the care and attention she receives during her respite. Thank you with all your help in setting up this scheme'.

All of the carers who spoke with the UCO confirmed that they receive good support from the APA'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.

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

- "The social workers have a great understanding of the issues."
- "Very supportive."
- 'Good balance from the agency. There's support when needed but not too much when everything is going ok.'

Seven returned questionnaires from adult placement carers indicated that:

- Feel the service is managed well;
- Where satisfied that quality monitoring is undertaken by the agency;
- Where satisfied that complaints from the people who use the service are listened to.

**Comments:**

- "Well led service, help is always at hand."
- "The service user receives regular visits from the care team."

Four returned questionnaires from service users indicated that:

- Feel the service is managed well;
- Where satisfied that any concerns or complaints would be listened and responded to.

## Areas for improvement

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	0	<b>Number of recommendations</b>	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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