

# Unannounced Care Inspection Report 10 May 2018



## MENCAP – Riversley Project

**Type of Service: Domiciliary Care Agency**  
**Address: 4 Church Street, Banbridge, BT32 4AA**  
**Tel No: 02840628075**  
**Inspector: Jim McBride**

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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

Mencap Riversley is a supported living type domiciliary care agency, located close to the town centre of Banbridge. The agency provides domiciliary care and housing support to adults with a learning disability. Attached to the rear of the house is a three storey building which has 21 apartments that accommodate service users. The remaining apartments provide accommodation for frail elderly tenants. In conjunction with Fold Housing the agency's aim is to provide care and support to service users with a learning disability, to

enable them to live in their own home within the local community. The agency is staffed by a service manager and a number of support staff.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> MENCAP  <b>Responsible Individual:</b> Barry Mc Menamin	<b>Registered Manager:</b> Sinead Murphy
<b>Person in charge at the time of inspection:</b> Service manager	<b>Date manager registered:</b> 06/06/2012

### 4.0 Inspection summary

An unannounced inspection took place on 10 May 2018 from 09.15 to 15.45.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The inspection assessed progress with any areas for improvement identified 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.

#### Evidence of good practice was found in relation to:

- staff training
- staff recruitment
- service user consultation
- the provision of compassionate care and governance arrangements

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 Anita Shannon, service 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 10 August 2018

No further actions were required to be taken following the most recent inspection on 10 August 2018.

## 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

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

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

- discussions with staff
- discussions with service users
- examination of records
- evaluation and feedback

The following records were viewed during the inspection:

- service users' care records
- staff meeting minutes
- service user meeting minutes
- staff induction records
- staff training records pertaining to:
  - safeguarding
  - medication
  - data protection
  - risk assessment
  - positive behaviour support
- staff rota information
- safeguarding policy (2018)
- whistleblowing policy (2018)
- GDPR guidance (2018)
- data retention policy (2018)
- complaints policy (2017)
- confidentiality policy (2018)
- recruitment policy (2016)
- statement of Purpose (2018)
- service user guide (2018)

During the inspection the inspector met with the service manager and three members of care staff. The inspector had the opportunity to meet with two individual service users and observe others going about their daily activities with staff.

The comments received have been included in this report. The inspector would like to thank the service manager, service users and staff for their support and co-operation throughout the inspection process.

At the conclusion of the inspection a poster was left with the manager to encourage staff to contact RQIA via Survey Monkey to provide their views on the quality of this service. At the time of writing this report 13 staff views had been returned to RQIA via Survey Monkey.

Staff survey results show that staff were satisfied or very satisfied when asked the following:

- Do you feel satisfied that service users, are safe and protected from harm?
- Do you feel satisfied that all service users are treated with compassion?
- Do you feel satisfied that care delivered to service users is effective?
- Do you feel the service is managed well?

**A selection of the survey comments:**

- “Real homely environment and great place to work.”
- “Very happy with tenants staff and management”
- “The staff team, always work in a person centred approach, focusing on supporting individuals achieve their personal goals.”
- “The team are very knowledgeable in their role and always work in a person centred approach ensuring the tenants are listened to and wishes are followed.”
- “I really enjoy my job, and love seeing our tenants achieve their own goals and live the life they choose.”

The inspector requested that the registered manager place a ‘Have we missed you’ card in a prominent position in the agency to allow service users, relatives and families who were not available on the day of the inspection to give feedback to RQIA regarding the quality of service provision.”

The inspector also asked the manager to distribute a number of questionnaires to tenant’s. Five service user questionnaires were returned.

**Comments:**

**Service user comments received during the inspection:**

- “I have my own keyworker and we get on well.”
- “I’m safe here; they are all good to me.”
- “The staff are all very good to us.”
- “I enjoy my outside activities.”
- “Staff support me well and help if I have a problem.”
- “I love it here, the staff are brilliant.”

**Staff comments received during the inspection:**

- “We have excellent behaviour support programmes in place.”
- “We provide an effective service.”
- “We avail of training both mandatory and specific to service user needs.”
- “The manager is excellent and communicates well with us all.”

- “MENCAP’s training is comprehensive, frequent and appropriate to the needs of staff and tenants.”
- “Supervision is one to one and helps staff to meet the requirements of their role.”
- “We all communicate well with each other.”

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 10 August 2018

The most recent inspection of the agency was an unannounced care inspection.

### 6.2 Review of areas for improvement from the last care inspection dated 10 August 2018

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.**

Staff recruitment is co-ordinated and processed by the MENCAP's human resources (HR) department. Documentation viewed indicated that the agency has in place robust recruitment systems to ensure that staff are not provided for work until required pre-employment checks as outlined within the minimum standards have been satisfactorily completed and verified.

The agency's training and development policy outlines the induction programme lasting at least three days, which is in accordance with the regulations. Records viewed and discussions with the staff show that staff are required to attend corporate induction training and are required to complete an induction competency workbook. Staff are required to shadow other experienced staff employed by the agency for approximately two weeks during induction. This was verified by the staff members interviewed. Staff are provided with the agency's staff handbook and have access to the agency's policies and procedures both online and in a policy file.

The agency retains a record of the induction programme provided to staff; documentation viewed by the inspector contained details of the information provided during the induction period and learning outcomes achieved by staff. The manager is required to sign all records to confirm that the staff member has been deemed competent at the end of the probationary period.

Discussions with staff indicated that the agency endeavours to ensure that there is at all times an appropriate number of skilled and experienced persons available to meet the assessed needs of the individual service users. The agency's staff rota information viewed by the inspector reflected staffing levels as described by the staff; the rotas denoted the person in charge on each shift pattern. The inspector viewed rota information for weeks ending: 13/5/18 and 20/5/18, the records in place were satisfactory.

The agency's supervision and appraisal policies outline the timescales and processes to be followed. The inspector noted from documentation viewed that the agency provides staff with a supervision contract and maintains a record of individual staff supervision and appraisal. Records viewed by the inspector indicated that staff are provided with supervision and appraisal in accordance with the agency's policies and procedures.

It was identified that the agency maintains an individual record for all staff detailing dates of competency assessments, training completed and details of registration status with relevant regulatory bodies such as Northern Ireland Social Care Council (NISCC).

The agency has an electronic system in place for managing staff training; staff could describe the process for identifying gaps in training in conjunction with the organisations training department. Staff are required to complete required mandatory training and in addition a range of training specific to the needs of individual service users. A system is in place to review staff mandatory training and update training as required.

The inspector reviewed the agency's provision for the welfare, care and protection of service users. The person in charge could describe the agency's response to the DHSSPS regional policy 'Adult Safeguarding Prevention and Protection in Partnership' July 2015. The agency has updated their policy and procedures to reflect information contained within the policy. The organisation has identified an Adult Safeguarding Champion (ASC); the staff could describe their key areas of responsibility. The agency's policy and procedures clearly detail the process for staff on reporting concerns.

The staff demonstrated a clear understanding of safeguarding issues; and could clearly describe the procedure to be followed which is in accordance with the agency's policy and procedures.

Training records viewed by the inspector indicated that staff had received training in relation to safeguarding. From training records viewed staff are required to complete safeguarding training during their induction programme with updates two yearly.

During the inspection the inspector reviewed the agency's arrangements for identifying, managing and where possible eliminating unnecessary risk to service users health, welfare and safety.

Service users are supported to participate in a six monthly review involving their HSC Trust keyworker and that care and support plans are reviewed six monthly or as required. A number of service users have more frequent reviews in conjunction with their identified HSC Trust representative due to the nature of their individual needs. The inspector noted some of the comments made by service users during their annual review:

- "I like living here and would not want to change."
- "No issues or complaints."
- "Great here."
- "I like it here and the staff support."
- "I have no complaints I'm happy living here."

The staff described how the people supported 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 that the current care plans are written in an "About Me" format, a comprehensive individual person centred plan for recording all care and support needs, with the



overall aim to identify what is most important to each person for individuals, to achieve a good life and ensure that the support they receive is designed and coordinated around their desired outcomes.

**Some of the areas covered include:**

- “What’s important to me?”
- “How best to support me?”

The inspector viewed a range of risk assessments in place relating to individual service users; it was identified that the monthly review arrangements include an audit of risk assessments and any practices deemed to be restrictive.

Five returned questionnaires from service users indicated that a safe service meant:

- there are enough staff to help you
- you feel protected and free from harm
- you can talk to staff if you have concerns
- the environment is safe and clean

**Areas of good practice**

There were examples of good practice identified throughout the inspection in relation to: Recruitment, induction, training, supervision and appraisal; adult safeguarding and management of risks.

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 agency’s data retention policy details the procedures for the creation, storage, retention and disposal of records. The inspector noted that records viewed during the inspection were maintained in accordance with legislation, standards and the organisational policy. It was identified that records are retained securely. Staff records indicated that they had received training relating to record keeping, confidentiality and data protection. On the day of inspection the agency’s staff personnel and service users’ records were retained securely and in an organised manner.

The care plans reviewed evidence how service users are encouraged and supported to be fully involved in the completion of individual risk assessments and development of their care plans. During the inspection the inspector viewed a number of service user care records; staff record daily the care and support provided and that the views and choices of service users are reflected.

MENCAP services values diversity promotes inclusion and practices equal opportunities at all times. They are committed to ensuring that no one is discriminated against in accessing, receiving or leaving the service and staff will endeavour to provide information in a range of formats suitable to meet individual needs.

Discussions with staff indicated that there are arrangements in place to monitor, audit and review the effectiveness and quality of care delivered to service users. The inspector identified that monthly quality monitoring visits are completed by a range of service managers and an action plan is developed if required. The monitoring officer has ensured that each quality monthly monitoring report includes an effective level of detail of the findings during the visit.

The inspector viewed records of quality monitoring visits and noted that there is evidence that the system is effective. The records includes details of the review of accidents, incidents or safeguarding concerns and in addition details of the review of staffing arrangements, documentation, finance and training. The inspector noted some of the comments made by service users, relatives, staff and HSC Trust professionals:

#### **Service users:**

- “Good support from staff.”
- “No issues or concerns.”
- “I’m positive about the support I receive.”
- “Staff are helping me with my trip.”

#### **Staff:**

- “I get on well with the staff.”
- “Team communication is good.”
- “Thoughts and concerns are listened to by managers.”

#### **Relatives:**

- “Staff are very supportive and a good help to \*\*\*\*\*.”
- “The staff have been wonderful from the beginning.”
- “I’m really pleased with the support received.”
- “I have no concerns\*\*\*\*\* is getting on great and loves it.”

#### **HSC Trust professionals:**

- “I’m happy with the support my client receives.”
- “Staff are great I have no issues.”
- “I’m happy with the current support.”

The staff could describe a range of ways in which the agency seeks to maintain effective working relationships with relatives, HSC Trust representatives and other stakeholders.

Discussions with staff during the inspection indicated that the agency has systems to promote effective communication between service users, staff and other key stakeholders.

Both staff and tenants meetings are facilitated within the agency. Staff are required to sign the minutes of meetings to indicate that they have read and understood the matters discussed and the information provided.

The inspector noted some of the areas discussed during meetings:

**Tenants meetings:**

- fire safety
- policies and procedures
- complaints
- holidays
- data protection
- tenants behaviours
- reflection event

**Staff meetings:**

- safeguarding
- complaints
- smart objectives
- team objectives
- activities
- communication
- service user updates

Five returned questionnaires from service users indicated that an effective service meant:

- you get the right care, at the right time in the right place
- the staff know your care needs
- you are kept aware of your care plans
- your care meets your expectations

**Areas of good practice**

There were examples of good practice identified throughout the inspection in relation to communication between service users, agency staff and other relevant stakeholders.

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.**

Discussions with staff and service users indicated that the promotion of values such as choice, dignity and respect were embedded in the culture and ethos of the organisation. Staff could describe examples of how they support service users to take positive risks to enable them to live a more fulfilling life. The agency has provided service users with information relating to human rights, advocacy and adult safeguarding.

Processes to effectively engage and respond to the comments and views of service users and where appropriate their representatives are maintained through the agency's complaints process, one to one meetings with service users, monthly quality monitoring visits, six monthly care review meetings involving HSC Trust keyworkers, stakeholder and tenants meetings.

The inspector noted that the agency completed a *"Tell us what you think about Mencap"* with service users.

The service users had the opportunity to comment on the following:

- Do we help people to choose how they live their life?
- Do we help people to know their rights and make sure that people respect them?
- Do we help people have opportunities to learn by trying new things?
- Do we help people to feel safe?
- Do we help people to get the services they need to be healthy?
- Do we help people to do the things that they enjoy and make them happy?
- Do we help people to get the money they need so they can make the most of life?
- Do we help you to stay in touch with people who are important to you, and to meet new people too?
- Do we help people to find out what is happening in your town and join in?

The tenants who responded appeared to be happy with the service and the information was used to help the agency understand the things that they do well and the things that they may need to improve.

#### **Comments received during the survey:**

- "The staff are very helpful."
- "I would speak to staff if I was not being treated well."
- "My keyworker is good."
- "I feel respected."
- "I'm looking forward to my move to the flat here."

Service users are encouraged to make choices regarding their individual daily routine and activities. Staff stated that service users could speak to staff at any time. This was verified by service users during discussions with the inspector.

Five returned questionnaires from service users indicated that a compassionate service meant:

- staff treat you with kindness
- staff ensure you are respected and that your privacy and dignity is maintained
- staff inform you about your care
- staff support you to make decisions about your care

**Areas of good practice**

There were examples of good practice identified throughout the inspection in relation to the provision of individualised compassionate care and the effective engagement of service users.

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.**

A range of policies viewed by the inspector were noted to have been reviewed and updated in accordance with timescales outlined within the minimum standards.

The agency’s complaints policy clearly outlines the procedures and timescales for managing complaints. Staff stated that they had received training in relation to complaints management during their induction; discussions with staff indicated that they have a clear understanding of the actions to be taken in the event of a complaint being received. It was identified from records viewed that the agency has received no complaints since the previous inspection.

There are management and governance systems in place within the agency to promote and drive quality improvement. Discussions with the manager indicated that the agency’s governance arrangements promote the identification and management of risk; these include provision of and review of relevant policies and procedures, monthly audit of compliments and complaints, accidents, safeguarding referrals, staffing arrangements and incidents notifiable to RQIA. During the inspection the inspector viewed records that evidenced the staff do receive appropriate staff induction, training, supervision and appraisal.

Staff could describe the benefits of continually reviewing the quality of the services provided in identifying areas for improvement and highlighting good practice.

The inspector identified from records viewed and discussions with staff that the agency has processes in place to encourage and achieve effective collaborative working relationships with relevant stakeholders.

Staff could describe the benefits of continually reviewing the quality of the services provided in identifying areas for improvement and highlighting good practice. The inspector identified from records viewed and discussions with staff that the agency has processes in place to encourage and achieve effective collaborative working relationships with relevant stakeholders.

The inspector discussed arrangements in place that relate to the equality of opportunity for service users and the importance of the staff being aware of equality legislation whilst recognising and responding to the diverse needs of service users. This was acknowledged both during observations and discussions with service users and staff interactions during the inspection.

The inspector noted that the agency brings together equality information in relation to service users, during the referral process. The data is used effectively with individual service user involvement and when individual person centred care and support plans are being developed. Staff were able to discuss the ways in which their development and training enables them to engage with a diverse range of service users.

Discussions with the staff and service users highlighted evidence that supports equal opportunities, regardless of abilities, background or lifestyle. Some of the areas relating to equality and disability awareness identified during the inspection included:

- effective communication
- service user involvement
- safeguarding
- advocacy
- human rights
- equal care and support
- individual person centred care
- about me care planning
- individual risk assessment
- disability awareness

The agency's commitment to equality and individual person centred care is an area of positive practice and is to be commended.

The organisational and management structure of the agency is outlined in the Statement of Purpose; it details lines of accountability.

The Statement of Purpose for the service was in place. The document clearly describes the nature and range of the services to be provided and addresses all of the matters required by regulation 5 (1) of the Domiciliary Care Agencies Regulations (Northern Ireland) 2007.

All staff are required to be registered with the Northern Ireland social Care Council (NISCC) or other regulatory bodies as appropriate; it was noted that the agency's policy details the procedure for managing this process. The agency retains a list of staff registration details and expiry dates; a record is also maintained by the human resource department.

The registered person has worked effectively with RQIA to operate and lead the organisation in maintaining compliance with Regulations and Minimum Standards.

The agency's Statement of Purpose and Service User Guide were noted to have been reviewed and updated as required. The agency's premises are suitable for the operation of the agency as described in the Statement of Purpose.

Five returned questionnaires from service users indicated that a well led service meant:

- You always know who is in charge at any time
- You feel the service is well managed
- Your views are sought about your care and the quality of the service
- You know how to make a complaint.

**Areas of good practice**

There were examples of good practice identified throughout the inspection in relation to the agency’s management and governance arrangements and incidents.

No areas for improvement were identified during the inspection.

	<b>Regulations</b>	<b>Standards</b>
<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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