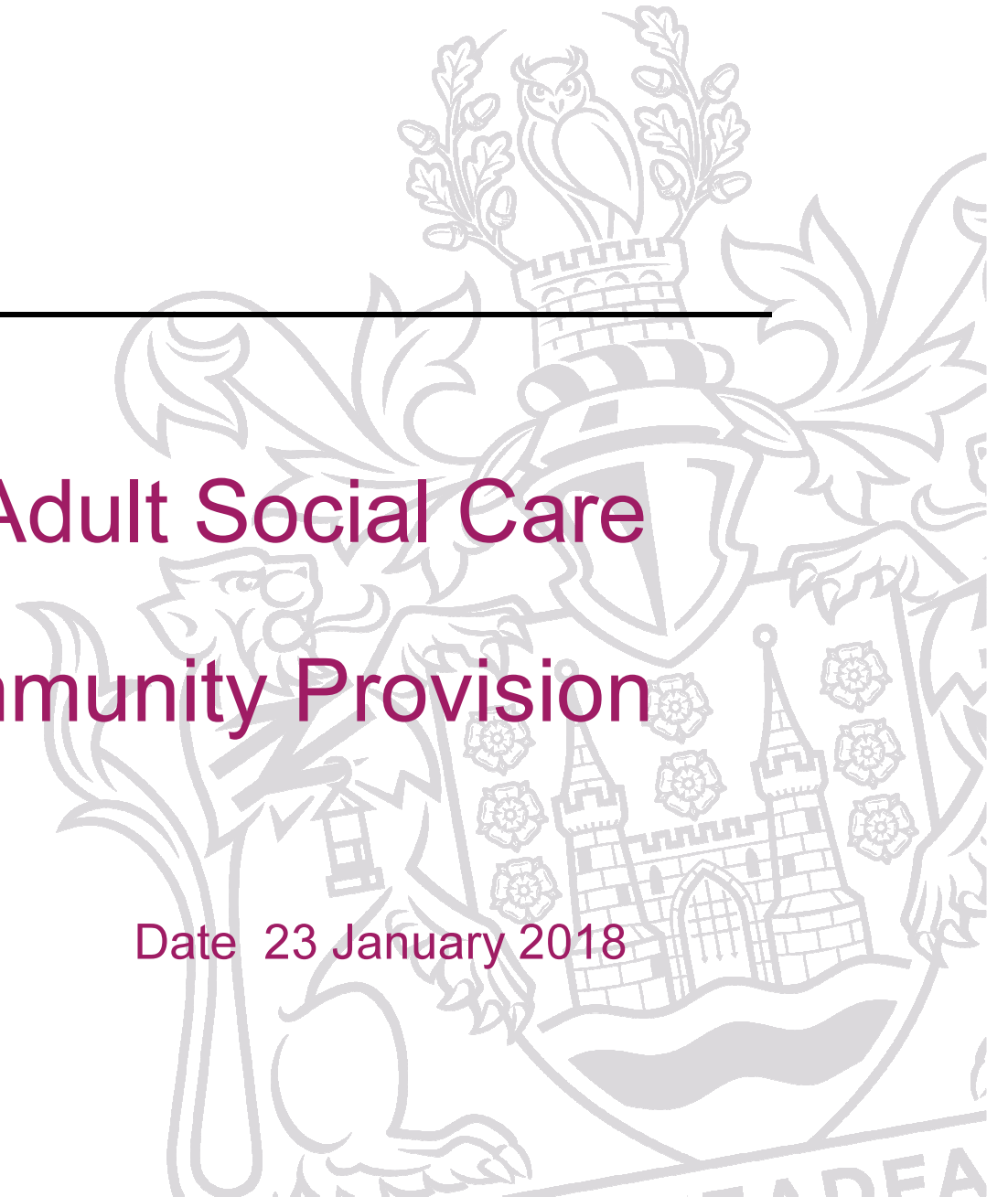


Doncaster
Council

Inspection of Adult Social Care In-House Community Provision

Debbie John-Lewis

Date 23 January 2018



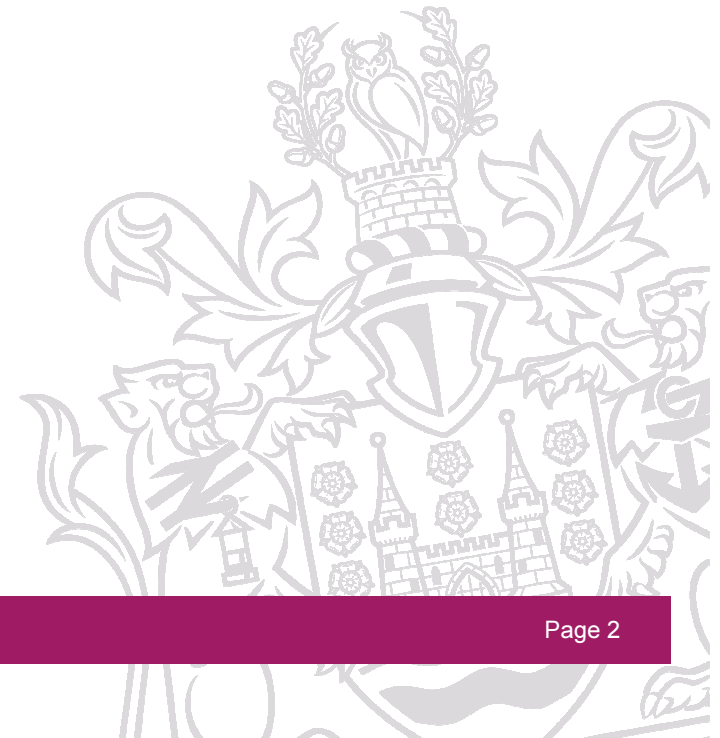
In-House Provision - Regulated Services

Include:-

- Amersall Court
- Hamilton Court
- Eden Lodge Respite Unit
- Wickett Hern Road Respite Unit
- Step's Re-ablement Service & Night Visiting
- Positive Step Assessment Unit

Excluded from Regulatory Inspection

- Adult Day Services



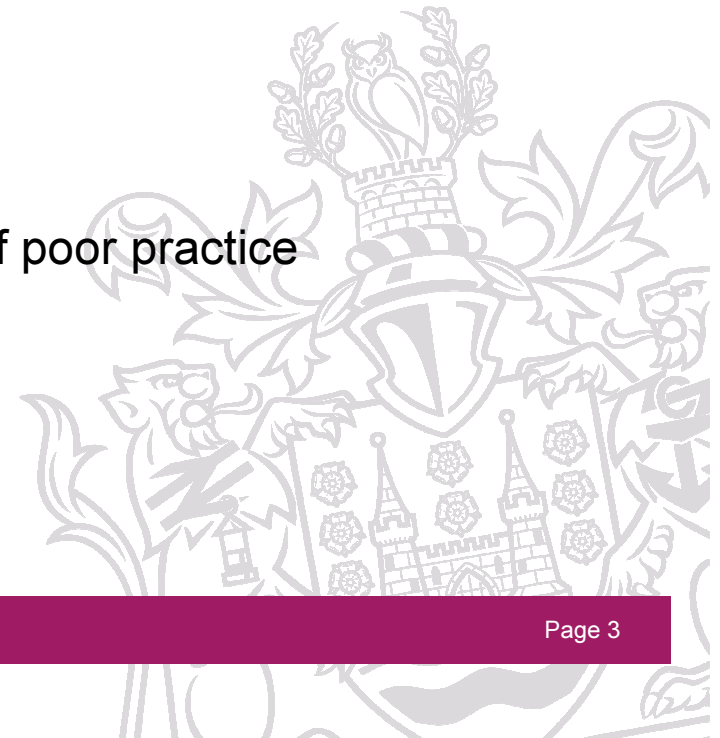
Who Inspects In-House Services

CQC Independent Regulator of Health & Social Care In England

Regulate Standards of Quality and Safety:

Their role is to:-

- Monitor
- Inspect
- Rate
- Publish Findings
- Take action if required
- Issue requirement and warning notices in areas of poor practice
- Place services into special measures

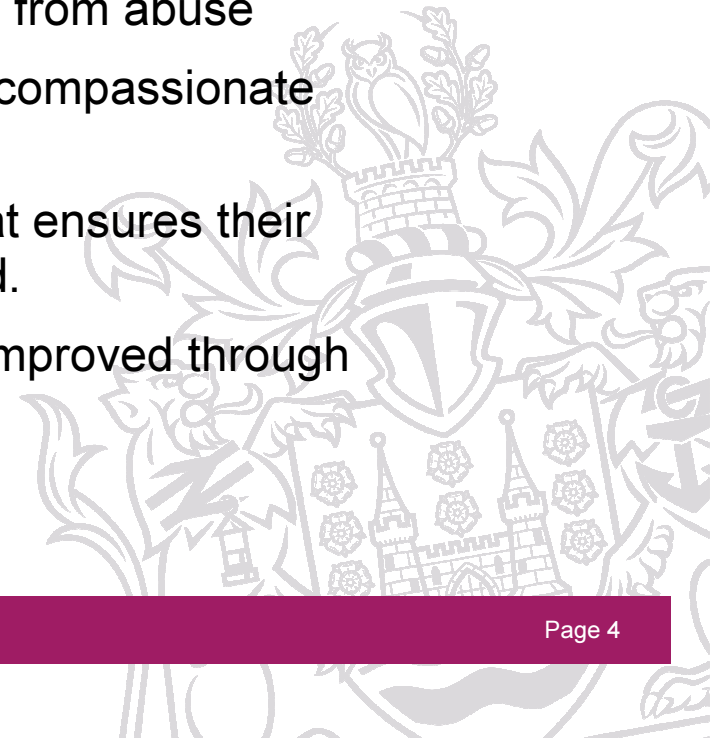


Cont:-

DMBC - Commissioning and Contracting Inspection Framework


The Performance and Quality Audit (PQ) is based on 5 key Quality Outcomes:-

1. Quality of life is maintained and enhanced for people who receive services
2. People who receive care feel safe and protected from abuse
3. Care is given in a kind, respectful, dignified and compassionate way.
4. People are in control of their care in a setting that ensures their opinions, rights and diverse needs are respected.
5. The quality of care provision is maintained and improved through robust leadership management and monitoring



Care Quality Commissioners (CQC) In-House Services - Inspection Results 2017

Ja

Establishment Name	Service Definition	Inspection Date Overall Rating	Safe	Effective	Caring	Responsive	Well-Led
Hamilton Court	Supported Living for Adults with Physical – Learning Disability	January 2017 Good	Good	Good	Good	Good	Good
Ammersal Court	Residential Care – Adults with a Physical – Learning Disability	February 2017 Good	Good	Good	Good	Good	Good
Eden Lodge	Respite Unit – Adults with a Learning Disability	March 2017 Good	Good	Good	Good	Good	Good
Wickett Hern Road	Respite Unit – Adults with a Learning Disability	April 2017 Good	Good	Good	Good	Good	Good
Steps	Home Services Reablement Team	October 2017 Good	Good	Good	Good	Outstanding 	Good
Positive Steps	Social Care Assessment Unit	January 2017 Good	Good	Good	Good	Good	Good

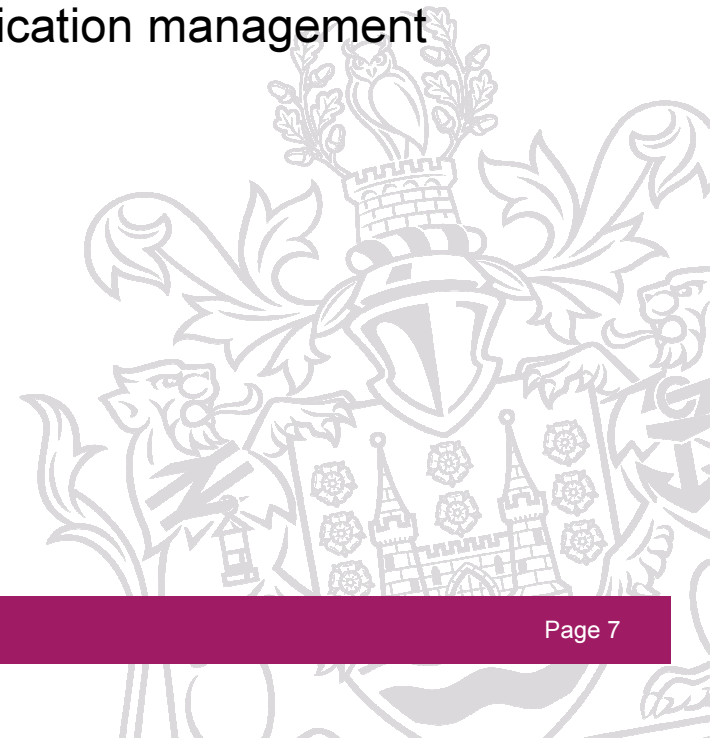
DMBC - Contract Inspection Results 2017

<u>Provider</u>	<u>Audit date</u>	<u>CMO initial rating</u>	<u>Action plan</u>	<u>CMO final rating</u>
<u>Amersall Court</u>				
Care & welfare	28/04/17	Partially compliant	Yes	compliant
safeguarding	28/04/17	Partially compliant	Yes	compliant
staffing	28/04/17	Partially compliant	Yes	compliant
Personal monies	28/04/17	Partially compliant	Yes	compliant
<u>Positive Step</u>				
Outcome 1 – Quality of life	23/08/17	Good	Yes	Very good
Outcome 2 - Safeguarding	23/08/17	Good	Yes	Very good
Outcome 3 – Dignity & respect	23/08/17	Very Good	No	Very good
Outcome 4 – Rights, opinions & diversity	23/08/17	Very Good	No	Very good
Outcome 5 – Management & monitoring	23/08/17	Very Good	No	Very good
<u>Steps</u>				
This service has never been audited by ourselves.				
<u>Eden Lodge & Wickett Hern Road</u>				
Service User Involvement	17/01/17	Partially compliant	Yes	compliant
Care and Welfare	17/01/17	Partially compliant	Yes	compliant
Nutrition	17/01/17	Partially compliant	Yes	compliant
Environment	17/01/17	Partially compliant	Yes	compliant
Medication	17/01/17	Partially compliant	Yes	compliant
Staffing	17/01/17	Partially compliant	Yes	compliant
Quality Assurance	17/01/17	Partially compliant	Yes	compliant
Personal Monies	17/01/17	Partially compliant	Yes	compliant

Deep Dive - Steps Team CQC Inspection Report - October 2017

What the service offers:-

- The Steps Team provide care and support for up to six weeks, to people living in their own home
- The service aims to help people regain confidence and independence with daily living tasks such as personal care, medication management and meal preparation



Summary of Step's CQC Inspection Findings

- People experienced very positive outcomes as a result of the service they received
- People who used services gave outstanding positive feedback about their care and support
- The level of satisfaction did not vary, with everyone happy with the service they received – No one had any negative comments

I don't know what I would do without the Service

I am very happy

People told us they felt safe and staff enabled them to be independent

They gave me my confidence back

They are so Good



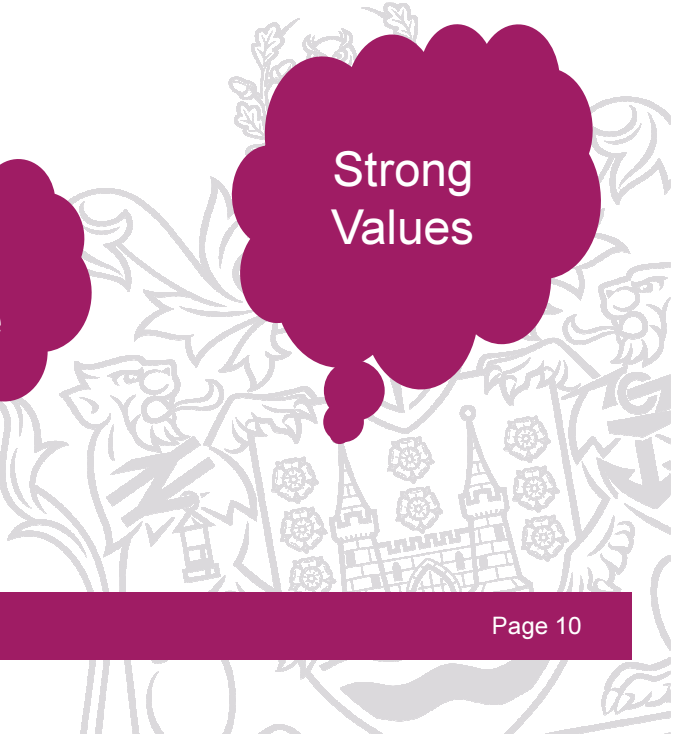
Summary of CQC – Inspection Outcomes

- The service managed risks to people well
- People are actively involved in their assessment
- People are regular reviewed – length of visits changed and responsive to changing needs
- Staff are recruited safely and trained to a good standard
- Staff are supported in their role through supervision and team meetings
- Staff recognise and respond well to abuse
- Equality, diversity and human rights were at the forefront of how support was provided.

Kindness, respect, compassion and dignity were all key principles on which the service was built and these values were reflected in the day to day practice of staff

Summary of CQC – Inspection Outcomes

- Effective processes In place to monitor quality and understand experiences of people who use the service
- People views were continuously sought, both while receiving and exiting the service, which helped to shape the service for the future



Next Steps – Planning for Improvement

- Draw out best practice and replicate across all services
- Expand the service user and carers quality assurance system – Publish results annually
- Embed the lessons learnt approach consistently from feedback and complaints received.
- Develop an operational action plan to achieve improved ratings from 'good' to 'very Good' and 'outstanding'
- Identify key areas of risk
- Set up a peer audit group



QUESTIONS

