

Review of compliance

Shared Approach Limited Shared Approach Limited	
Region:	North West
Location address:	Unit 2 Creamery Estate Kenlis Road, Barnacre Garstang Lancashire PR3 1GD
Type of service:	Domiciliary care service
Date of Publication:	March 2012
Overview of the service:	<p>This service supports young adults who have a learning disability, in their own home, providing personal care in line with a supported living model.</p> <p>People who use the service have their own tenancies and receive their support from people employed by Shared Approach.</p>

	<p>Support is provided in line with people's individual needs and as such, can range from floating support provided at specific times, to full time care throughout the day and night.</p>
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Shared Approach Limited was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 2 February 2012, carried out a visit on 9 February 2012, checked the provider's records, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

As part of this inspection we had the opportunity to meet a number of people who use the service and in some cases, their support workers.

We received very positive feedback about the service from everyone we met. People were very complimentary about the standard of care they received and spoke highly of staff and managers.

People told us that they received support that met their needs and that it was provided in the way they wanted it to be. One person said "They (the staff) help me with everything. They are always there for me."

Other comments about staff included;

"They look after me and help me."

"They are kind and nice."

" They bring me breakfast in bed, that's my favourite thing."

"They take me to see my sister, I like doing that."

"(Name removed) has helped me to get SKY, now I can watch the football. I like watching all the sports."

As part of the inspection we attended a drop in session for people who use the service which was held at the office. We were advised that these sessions were held on a regular basis. The session was very well attended and it was clear that people enjoyed having the opportunity to come and meet with staff, managers and other service users.

It was apparent that service users were very familiar with staff and managers and that they got along well. We saw people interacting very positively and having a good time. We saw that people who use the service were encouraged to express their views about their own support as well as the service as a whole.

What we found about the standards we reviewed and how well Shared Approach Limited was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People are encouraged to express their ideas and opinions about the service and enabled to make decisions about how their support is provided.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People are provided with safe and effective support which is in line with their individual needs and wishes.

Outcome 07: People should be protected from abuse and staff should respect their human rights

A positive and open reporting culture helps ensure that people who use the service are protected from abuse.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

People receive their care from well trained and well supported staff.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

The service is managed effectively which helps to ensure that people are provided with safe, effective care and experience positive outcomes.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

We asked people about the support they received and if they felt they had a say about it. People told us that this was the case. "Yes, I decide what I want," said one person. "I know about my care plan, but I don't need to look at it," said another.

Another service user talked to us about the work he was involved in within the community, including being part of a local advocacy group. He told us that his support workers assisted him in managing his time and preparing for various meetings and events that he attended.

Other evidence

Each person using the service has a support plan in place which details their needs and the support they require. We saw that people's support plans contained a good level of detail about their individual needs and their own views on how they wanted their support to be provided.

Where appropriate, support plans contained further guidance about how individual people communicated and expressed their choices. This level of information helps staff ensure that people are enabled to express their views and make choices on an everyday basis.

We were advised that the service had recently started to look at how people's support plans could be made more personalised and more accessible to the people they belong to. Managers shared some positive ideas about producing support plans in a variety of formats, that would be more meaningful to service users who may not be able to access written information. The manager advised us that this was work in progress.

In discussion, it was very apparent that managers place great importance on involving people who use the service to as great an extent as possible. We saw a number of examples of how this was facilitated including regular events such as the weekly Service User Forum. The manager was able to give us a number of examples of how people who use the service were involved in areas such staff recruitment and staff training.

We also saw evidence of a number of developments that had been actioned as a result of listening to people who use the service including changes to staffing hours and the way information was passed on.

In discussion, managers spoke of the importance of enabling people to be involved in the development of services at a wider level. We saw how a number of people had been supported to take part in projects ran by local partnership boards and other external agencies.

At the time of our visit some service users had recently completed a course that qualified them to train staff members in other organisations on human rights issues.

Our judgement

People are encouraged to express their ideas and opinions about the service and enabled to make decisions about how their support is provided.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People we spoke with were very complimentary about their support and the way it was provided. Service users spoke very highly of staff and managers. "They are all good to me," said one person, "they treat me nice."

One staff member we spoke with told us that people who use the service have opportunities to take part in activities on a daily basis. This was supported by further discussions we had. One service user told us he enjoyed 'all sorts of things.' "I like going to the pub and playing badminton," said another person we spoke with.

Other evidence

We were able to confirm that processes are in place to ensure that before anyone starts to use the service, support workers have a good understanding of their needs. A thorough assessment is carried out exploring a person's individual needs and the support they require. This helps the service to develop an effective support plan.

We viewed some support plans and found that they contained very comprehensive information about people's individual needs and wishes.

Support plans covered all areas of daily life and included social areas such as important relationships and favourite activities.

We were able to confirm that there were Health Action Plans in place, which explored individual health care needs and provided guidance in supporting people to maintain good health, both by addressing specific issues and including plans to ensure routine

care such as dental and optical care was provided.

One of the plans we viewed belonged to a service user who had some complex health care needs. We saw that there was extremely detailed information for carers in how to ensure that she was supported safely. We were also able to confirm that these guidelines had been developed in partnership with community health care professionals and were regularly updated.

In viewing support plans, we were able to confirm that the service worked well with other professionals and ensured that people were enabled to access specialist services such as community health care services or behavioural support services, when they needed to.

We could see that there were processes in place to ensure that support plans were regularly reviewed to help ensure that people's changing needs were met.

Our judgement

People are provided with safe and effective support which is in line with their individual needs and wishes.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

We asked some of the people that we spoke with if they felt they would be able to raise concerns or report an incident that made them feel upset. People responded very positively.

One service user said "I know what my rights are, and I know what is not allowed. People can't shout at me, I know that."

Other evidence

The service has a safeguarding policy and associated procedures in place that are to be followed in the event that concerns are identified about a service user's safety or wellbeing. We were able to confirm that this policy and procedures are regularly reviewed to ensure that they are in line with any new developments and good practice.

The manager demonstrates a good understanding of safeguarding procedures and information held about the service shows that the manager has acted appropriately and worked well with other agencies on the rare occasions that concerns have been previously identified.

We saw that procedures for supporting people with their financial affairs have been improved over recent years and a number of people have been enabled to enjoy increased independence in dealing with their own finances. There are still a number of people who use the service who require more intensive support in this area.

We discussed how the service maintain records of people's finances with the manager,

who had recognised that there was some scope for development in this area. We discussed how records could be improved and information provided to service users in a more proactive way to ensure that people had maximum control and independence in this area.

We spoke to a number of staff who were all well aware of the service's whistle blowing procedures and were all clear that they would report any concerns about a service user's wellbeing immediately. One staff member said "I know anything like that will not be tolerated here."

Staff spoken with expressed confidence in their managers to take any concerns raised seriously and deal with them effectively. "You are always told that you must report any bad practice, " said one person.

Our judgement

A positive and open reporting culture helps ensure that people who use the service are protected from abuse.

Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

People we met spoke highly of staff and expressed confidence in them. People said that their support workers understood their needs and treated them with kindness and respect.

Other evidence

During our inspection we spoke to a number of staff members about their views on the training and support they received.

We received very positive feedback from people, and everyone we spoke with told us that the training provided at Shared Approach was of a very good standard.

Records showed that the service had a positive approach to staff training. We saw that all staff had a personal development plan in place exploring their training needs and progress.

Training records showed that all staff are provided with a corporate induction which included training in areas such as safeguarding and health and safety. Ongoing training in areas such as person centred planning and community participation then follow, as well as training centred around people's individual needs, such as in relation to specific health care tasks.

At the time of our inspection 87 per cent of staff held National Vocational Qualifications in care at level two or above.

We spoke with a student nurse who had recently joined the service for her placement.

She said "I have had a brilliant induction. It's been really thorough." The student went on to speak about how impressed she was with the service. She said "It's brilliant to work somewhere that service users are so well respected."

People also confirmed that they were provided with regular supervision during which they met with a manager on a one to one basis to talk about areas such as training, performance or any concerns they may have.

Our judgement

People receive their care from well trained and well supported staff.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

We saw that service users were familiar with managers and clearly comfortable in their presence. People that we spoke with told us they found managers approachable and easy to talk to. People told us that they were confident managers would sort out any concerns they had.

Other evidence

There is a clear management structure in place with managers at various levels of the service who have clear roles and accountabilities, We spoke with a number of managers who all demonstrated a good understanding of their roles and what was expected of them.

We saw that there were various processes in place to monitor standards across the service including a variety of audits carried out on a regular basis.

We were able to confirm that there were systems in place to monitor and learn from adverse incidents and complaints. The registered manager was able to give us examples of how such occurrences were examined.

It was apparent in discussion, that there were a number of processes in place to ensure that people who use or work at the service are involved in its development and encouraged to express ideas. Such processes included regular meetings and one to one sessions.

We were also able to confirm that the registered manager was well aware of his responsibilities in terms of protecting health, safety and well being of people using or working at the service. We were advised that there was a health and safety officer in place who had undergone specialist training in the area.

Our judgement

The service is managed effectively which helps to ensure that people are provided with safe, effective care and experience positive outcomes.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
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