

Review of compliance

<p>Adults Supporting Adults Adults Supporting Adults (ASA)</p>	
<p>Region:</p>	<p>East Midlands</p>
<p>Location address:</p>	<p>Railton House Sleaford Business Park, East Road Sleaford Lincolnshire NG34 7EQ</p>
<p>Type of service:</p>	<p>Shared Lives</p>
<p>Date of Publication:</p>	<p>January 2012</p>
<p>Overview of the service:</p>	<p>Adults Supporting Adults (Lincs) is a not for profit registered charity. A range of services are provided including extended stay provision, respite, day resources and day time provision. The head office is based in Sleaford however they also have offices in Louth, Boston, Lincoln, Spalding and Gainsborough.</p>

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Adults Supporting Adults (ASA) 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 16 November 2011, talked to staff and talked to people who use services.

What people told us

We spoke with some of the clients who had received the extended stay provision. This type of service provided people with an opportunity to live with a supportive family and learn skills in order to be able to live independently.

One person told us, "I have been living with this family for a few years now but I'm getting ready to move on and live in my own flat. I get lots of support."

Another person told us, "I'm happy with everything. I go out to college and have a job looking after horses. I have a nice bedroom and my family are really nice."

The providers are the people who look after the clients. We spoke with a provider who said, "Adults Supporting Adults are a forward thinking agency, they listen and are very open. I get lots of support from them and lots of training which keeps me up to date on how to look after people."

A member of staff told us, "What has stood out more than anything to me is how involved people are. The providers always make sure that people get lots of social opportunities. We are very proud of the work we do."

What we found about the standards we reviewed and how well Adults Supporting Adults (ASA) 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

We found that Adults Supporting Adults was a client led organisation. People had been fully involved in all aspects of their care and support planning and also contributed to how the agency was run.

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

People had received effective, safe and person centred care and support, which helped them to maintain their independence and preferred lifestyle.

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

Clients had been protected by the organisations safeguarding policies and procedures. Swift action had been taken when issues had been identified in order to protect people's safety.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

People who had used the service benefited from a team of staff who had been well trained and regularly supervised and who had in- depth knowledge of their individual needs.

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

Quality assurance systems ensured that people's views had been sought and continuous improvements had been made to continue to meet people's changing needs and preferences.

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

The clients that we spoke with told us that they had been treated with respect. One person said, "The family I live with are really nice to me."

One person told us they spend a lot of time out in the community. They said, "I do lots of activities which I enjoy, I go to Judo and I have a job looking after animals."

We asked a provider about how their client had been involved in planning their care and other aspects of their life? They told us, "When people are matched up with a family, it is a very long process as they have to make sure that it is the right place for them. We are very much supported by the staff from the agency and also other professionals such as social workers. The client is involved in everything that we do."

Other evidence

The registered manager told us, "There are no timescales on the process of matching clients with families/providers. We pride ourselves on the matching process, it can take several months as people are given a choice and are fully involved."

A panel of health and social care professionals had decided if people were suitable service providers.

A client guide had been given to each person entering a shared lives placement which told people about the service and pointed out the expectations of both the client and provider.

A group of clients had been involved in the recruitment process for new staff members. The Clients had been provided with training to help them feel confident with the process.

Adults Supporting Adults have published a quarterly magazine which was distributed to organisations and individuals who had been involved with the organisation. Clients and providers had been given the opportunity to submit articles. A client had been appointed to help edit the magazine.

The organisation had also been given the opportunity to get involved with Lincoln's first community radio station. Clients and providers were asked for their ideas on what to include in the radio programme.

Adults Supporting Adults were recognised as an example of best practice in a government white paper called 'Carers and Personalisation: Improving Outcomes'. The paper comments on the good rapport built between the client and the provider so that clear outcomes can be achieved through a person centred approach.

Our judgement

We found that Adults Supporting Adults was a client led organisation. People had been fully involved in all aspects of their care and support planning and also contributed to how the agency was run.

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

All of the clients we spoke with told us they were satisfied with the care they had received from both their provider and the staff who work for Adults Supporting Adults.

One person said, "The support is very good."

A provider told us, "Our client has become so independent he is moving out soon. I have enjoyed our time together and treat him as if he were my own son."

One of the providers said, "When people need extra support the agency has brought in other people such as specialist nurses to help support us and our clients."

Other evidence

Each client had an annual review of their care plan, this can be more frequent if required. The client had been involved in planning the meeting, deciding who they would like to attend and what they would like to discuss. The care plan had been monitored at each supervision session which had been held every month. We looked at the care files of three people and saw that people's wishes and preferences had been recorded.

We saw each client had a health action plan. The client had been involved in drawing up and reviewing the plan. We saw that there was information on people's files about individual diagnosis and guidance on how to care for people. The client's religious and cultural needs had also been recorded.

We saw that any risks to people had been identified and a plan had been put in place to safeguard people. This had also been agreed by the client.

We saw records of where clients had become unwell, immediate action had been taken by staff to ensure that treatment was sought. We saw that people were given information about their condition and had been involved in deciding their course of treatment. Staff had recorded any incidents and a record had been made on how to prevent this from occurring again.

Our judgement

People had received effective, safe and person centred care and support, which helped them to maintain their independence and preferred lifestyle.

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

All of the clients we spoke with told us they feel safe. One person said, "If I have any problems I can speak to my support worker or my social worker."

We were shown a letter from a clinical psychologist who had stated, "I feel the Adults Supporting Adults placement family have played a huge role in helping my client to feel secure and well cared for."

Other evidence

All of the providers we spoke with confirmed they had received training on adult safeguarding procedures. They also told us they could access support from staff members at any time.

The organisation had reported two adult safeguarding allegations to the Care Quality Commission. These were also reported to the Lincolnshire County Council Adult Safeguarding Team and an investigation had been conducted by the organisation. Action had been taken immediately by Adults Supporting Adults to protect people.

We saw a copy of the adult safeguarding procedure and information was also given in the client guide about how to report any concerns about their own safety. All information relating to safeguarding matters had been stored safely.

We saw on one clients file that staff had given advice to the client about how to safely use the Internet and a social network site.

Our judgement

Clients had been protected by the organisations safeguarding policies and procedures. Swift action had been taken when issues had been identified in order to protect people's safety.

Outcome 13: Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

During the inspection we spoke with a group of area managers. They told us that they had been responsible for the supervision of the staff who in turn had supervised the providers and clients.

We spoke with a new member of staff who told us that they had received an induction into their role. This included a handover from the previous worker, meetings with clients and providers, shadowing other workers in the same role and formal training on areas such as moving and handling, first aid and basic food hygiene.

Other members of the team told us they have received training on adult safeguarding, the Mental Capacity Act, dementia, mental health needs and other specific health care needs such as how to care for people who had brain injuries.

We spoke with some providers who told us that they had received regular training on areas such as first aid, moving and handling, medication, Mental Capacity Act, nutrition and adult safeguarding.

One of the providers said, "We get lots of support whenever we need it. The training really helps us to meet the needs of the people we support." Another provider said, "It's been a very good scheme, we get to go on conferences with the National Association of Adult Placement Services – Shared Lives."

Other evidence

We saw that all staff and providers had been vetted before being offered a position and records had been maintained following supervision.

Staff confirmed they had received monthly supervision and an annual appraisal. There had been a member of staff on call 24 hours a day, 365 days a year.

There was a clear management structure in place and all staff said that there was an open culture where further specialist training can be requested if needed.

Our judgement

People who had used the service benefited from a team of staff who had been well trained and regularly supervised and who had in- depth knowledge of their individual needs.

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

All of the clients told us they had received visits from a member of staff from the organisation and were asked if they were happy with the service they had received.

A provider told us, "Not only do we receive a monthly supervision, we receive visits from other members of the team and an annual review."

Another provider said, "They are very forward thinking, they move with the times and don't sit back and wait for things to happen."

Other evidence

We saw that there were systems in place to check the quality of the service provided. Surveys had been sent out to clients to check that they were happy with the service provided. The manager told us these are being changed to a more easy to read form.

There had been regular team meetings including a weekly senior management meeting, a weekly area managers meeting, supervision of supervisors and administration staff.

Three months following any training courses, staff had been asked if their training needs had been met. Further training and supervision had been organised if needed.

There had been a financial audit of the service every year, where a sample of client's finances had been checked and a file audit was carried out. There had also been an

insurance audit.

We saw that policies and procedures were reviewed every one to three years. This had been carried out by the providers, clients and staff.

There had been a provider forum which had held an annual conference where clients had been involved. Quarterly meetings had been held and forum members were able to feedback comments from clients and providers.

Our judgement

Quality assurance systems ensured that people's views had been sought and continuous improvements had been made to continue to meet people's changing needs and preferences.

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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