

Quality Outcomes Report 2015



North Tyneside Council

PERCY HEDLEY DAY CENTRE MAY 2015



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Name of Service:	Percy Hedley Day Centre
Date of Visit:	21st & 22nd May 2015
Manager:	Michelle Strong
Person in Charge on day of visit:	Michelle Strong
Contracts Team Officers:	Bev Gosling & Chris Clapperton

Outcome Scoring:	
Not Met =	Poor evidence of outcome being met
Partially Met =	Good evidence of the outcome being met /majority of evidence is in place
Fully Met =	All evidence is in place

SUMMARY;

Percy Hedley offers a high quality day service for people with a learning and/or physical disability. There is a huge range of diverse activities for clients to choose from which are delivered to a very high standard from 3 different locations in the community. Clients are given the opportunity to achieve the 'John Muir' award which is an environmental award scheme which focuses on the outdoors and wild places. The day service itself has a vibrant feel about it, and staff are very committed to the service they deliver and relationships between staff and clients are very good.

Main Outcome	Related Outcome Measures	Comments	Outcome Scoring
1. People benefit from Personalised Care	1.1 Effective assessment procedures ensure that placements are appropriate and well planned	This outcome was partially met. We were not able to evidence pre-assessment documentation on all files. It was acknowledged however that some placements were historic and the information may have been archived. The pre-assessment process should be expanded to incorporate the views of carers. We were advised the documentation was in the process of being updated to reflect this requirement.	Partially met
	1.2 Effective care planning and review processes ensure people receive excellent, individualised care	Overall this outcome was met. Not all documentation viewed during the visit evidenced that individuals/appropriate others were involved in the care planning process.	Fully met
	1.3 Positive risk taking ensures people are encouraged to maintain independence	Overall this outcome was met. Paperwork viewed did not always evidence that individual / appropriate other was involved in risk assessments at reviews.	Fully met

2. People are supported by excellent staff	2.1 Comprehensive training procedures ensure staff have access to up to date knowledge and skills	This outcome was fully met. It was positive to note that all staff are given the opportunity to achieve a Level 3 Diploma in Health & Social Care.	Fully met
	2.2 Staff are supported to undertake their duties	Overall this outcome was met. There were gaps in some supervision records viewed during the visit.	Fully met
	2.3 Positive Staff Morale ensures people receive dignified care from a stable and productive staff team	This outcome was fully met. We spoke to numerous staff who were extremely positive about the service they work in. Moral was very high and it was positive to note that all staff took great pride in delivering this service. Staff turnover which is very low reflects this.	Fully met

2. Score **6**

3. Management systems ensure an excellent quality of service provision	3.1 Effective quality assurance procedures ensure the manager has a clear overview of service performance	Overall this outcome was met. Although there was evidence of care plan reviews being in place, the process should be developed further to incorporate actions required from the audit and identified timescales.	Fully met
	3.2 Effective Business Continuity procedures ensure the service can continue to care for people during crisis situations	This outcome was fully met.	Fully met
	3.3 Effective recruitment procedures ensure the right staff are employed and people are protected from harm	This outcome was fully met.	Fully met
	3.4 Effective staff management ensures the right numbers of staff are available at the right time and are equipped to carry out their duties	This outcome was fully met.	Fully met
	3.5 Robust financial procedures ensure people retain as much financial independence as possible and are protected from financial	This outcome was fully met.	Fully met

3. Score **10**

4. People benefit from a transparent, consistent and equitable service through effective policies and procedures	4.1 Effective Health and Safety procedures ensure people are cared for in a safe environment	This outcome was fully met. It was positive to note the Fire Service had been invited on site and were involved in the Fire risk assessment. The presence of a Health and Safety committee strengthens the whole process.	Fully met
	4.2 Equal Opportunities procedures promote equal access to services and protect people from discrimination and harassment	This outcome was fully met.	Fully met
	4.3 Proactive Complaints and Compliments procedures ensure services are reactive and responsive to people's needs	This outcome was fully met. There was evidence that improvements had been made following last years monitoring visit. The service now has a robust complaints procedure which incorporates monthly audits that are signed off by the Managers.	Fully met
	4.4 Confidentiality and data protection procedures ensure that sensitive information is treated with respect	Overall this outcome was met. There was no evidence that staff are aware of or have signed up to the Confidentiality Policy. It was recommended that this could be achieved by re-addressing the policy in team meetings or introducing a policy of the month scheme.	Fully met
			4. Score
			8
	5.1 People are able to engage in meaningful activity and occupation	This outcome was fully met. There was evidence of robust and personalised activity records being in place that puts clients at the centre of their chosen activity. Clients are offered 'taster sessions' which gives them the opportunity to try different activities before they make their choice. It was positive to note there are excellent outcomes achieved for clients .	Fully met
	5.2 People are encouraged and supported to maintain and develop relationships	This outcome was fully met.	Fully met

5. People experience dignity and respect	5.3 People are proactively involved in services	This outcome was fully met. Clients are involved in recruitment on an informal basis at the moment, however they had indicated they would like to be involved in the formal recruitment process moving forward and requested that training be provided. The Manager advised this is in the process of being established.	Fully met
	5.4 People experience Choice and Control in every part of their life	This outcome was fully met.	Fully met
	5.5 Privacy is a valued part of everyday life	This outcome was fully met.	Fully met
	5.6 People experience a sense of belonging and being a valued part of the community	This outcome was fully met. There was evidence of a wide range of activities both inside and outside the service. These included activities such as sailing, taking part in Rebound Sessions and cookery. Some clients being part of the 'Sunbeam Band' (which performs at community venues), and others who work at Able 2 Print (which is a working activity) often leads to clients having the opportunity to produce commissioned work. Clients were also given the opportunity to produce videos and won 2nd prize at the Port of the Tyne Film Festival with their production 'Dreams'.	Fully met
	5.7 People have timely and appropriate access to information	This outcome was fully met. Newsletters are produced by clients and printed at Able 2 Print.	Fully met
		5. Score	14
	6.1 The Mental Capacity Act 2005 procedure is effective and ensures people are treated with dignity and are protected from harm	This outcome was fully met.	Fully met

6. People are protected from avoidable harm and are cared for in a safe environment	6.2 Excellent safeguarding procedures ensure people are protected from harm	Overall this outcome was met. There was no documentary evidence that staff are made aware of or have signed up to the Whistleblowing Policy. Although safeguarding is regularly discussed at meetings for senior staff it was recommended that safeguarding becomes a standard agenda item at regular staff meetings .	Fully met
	6.3 Proactive falls prevention practices and procedures ensure that actions are taken to reduce the incidence and impact of falls	This outcome was partially met. There was no evidence of a falls prevention risk assessment being in place.	Partially met
	6.4 Maintaining a safe environment ensures people are protected from potential hazards	This outcome was fully met.	Fully met
	6.5 Appropriate and safe equipment ensures people receive safe and dignified care	This outcome was fully met.	Fully met

6. Score 9

7. People experience improved health and well-being	7.1 People's nutritional needs are comprehensively met and dining is a positive experience for all	Overall this outcome was met. The Chef has good relationships with customers and staff. A 'request sheet' which sets out clients dietary needs and preferences has recently been implemented and is completed by clients with assistance from staff. All staff have a working lunch and they eat with clients. The Cafe has a very relaxed atmosphere and appeared to be a positive experience for clients and staff alike.	Fully met
	7.2 Effective Health and Hygiene practices minimise the risk of cross infection	Overall this outcome was met. It was recommended that cleaning regimes be signed off by a nominated person.	Fully met
	7.3 Robust medication procedures ensure people receive the right medication at the right time to protect their health	Overall this outcome was met. It was recommended that the Medication Policy be expanded to direct staff to complete the relevant documentation and return it to the appropriate Team.	Fully met

7. Score 6

8. Transport	8.1 Transport arrangements meet the needs and requirements of service users and support the objectives of day care provision	Overall this outcome was met. The service has access to 2 mini buses , 1 that covers the Newcastle area and 1 that covers the Coastal area. The driver has a file that sets out the needs of clients being transported. Risk assessments however were not always dated or signed therefore it was difficult to ascertain if they were still relevant and in date.	Fully met
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8. Score	2
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Total Scored	60
Maximum Score	62
Percentage scored	97%