

Unannounced Care Inspection Report 21 January 2020



Positive Futures Mid Ulster Supported Living Service

Type of Service: Domiciliary Care Agency
Address: Loy Buildings, 18 Loy Street, Cookstown, BT80 8PE
Tel No: 0288676 6246
Inspector: Aveen Donnelly

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

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 provider from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

Positive Futures Mid Ulster Supported Living Service is a domiciliary care agency (DCA) which provides a range of supported living services, housing support and personal care services to 18 individuals living in the Magherafelt, Cookstown and Dungannon areas.

Their care is commissioned by the Northern Health and Social Care Trust and the Southern Health and Social Care Trust (HSCT).

3.0 Service details

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|--|---|
| Organisation/Registered Provider: Positive Futures Responsible Individual: Ms Agnes Philomena Lunny | Registered Manager: Mrs Joanne Grimes |
| Person in charge at the time of inspection: Mrs Joanne Grimes | Date manager registered: 19 November 2019 |

4.0 Inspection summary

An unannounced inspection took place on 21 January 2020 from 09.45 to 12.30 hours.

This inspection was underpinned by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The inspection aimed to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

No areas for improvement were identified.

Evidence of good practice was found in relation to AccessNI and staff' registrations with the Northern Ireland Social Care Council (NISCC).

At the request of the people who received care and support from Positive Futures services, the organisation has requested that RQIA refer to these individuals as 'the people supported'.

Those consulted with indicated that the people supported were very happy with the care and support provided.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and the experience of the people supported.

4.1 Inspection outcome

| | Regulations | Standards |
|--|-------------|-----------|
| Total number of areas for improvement | 0 | 0 |

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Joanne Grimes, 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 28 March 2019

No further actions were required to be taken following the most recent inspection on 28 March 2019.

5.0 How we inspect

Prior to inspection we reviewed the information held by RQIA about this agency. This included the previous inspection report, the returned QIP, notifiable events, and written and verbal communication received since the previous care inspection.

During our inspection we focused on contacting the service users, their relatives and staff to find out their views on the service. We also spoke with HC professionals involved with the service.

We ensured that the appropriate staff checks were in place before staff visited service users.

- Recruitment records specifically relating to Access NI and NISCC registration.

A "Have we missed you?" card was provided to give service users and those who visit them the opportunity to contact us after the inspection with their views. A poster was provided for staff detailing how they could complete an electronic questionnaire. Seventeen staff responded; analysis and comments are included within the report.

Ten questionnaires were also provided for distribution to the service users and their representatives; seven were returned; analysis and comments are included within the report.

RQIA information leaflets 'How can I raise a concern about an independent health and social care service' were also provided to be displayed appropriately in the setting.

During the inspection the inspector spoke with three staff members, four HSCT' representatives, one of the people supported by the agency and four of their relatives.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

The inspector would like to thank the manager and staff; and the people supported by the agency and their relatives, for their support and co-operation throughout the inspection process.

6.0 The inspection

There were no areas for improvement made as a result of the last care inspection.

6.1 Inspection findings

Discussion with the manager and a review of records confirmed that there was a system in place to ensure that relevant pre-employment checks with AccessNI had been undertaken prior to employment. There was a system in place to ensure that staff were registered with NISCC and this was monitored on a regular basis.

Those consulted with commented positively in relation to the care and support provided. Comments are detailed below:

Person supported

- “Everything is ok, going excellent, I couldn’t fault them.”

Relatives of the people supported

- “I am happy at the minute and have no quandaries about what is going on.”
- “I cannot praise them highly enough, just wonderful and cannot think of anything. (My relative) does nothing but talk about how great they are, they involve them in the running of the home and he is allowed to be as independent as possible.”
- “Getting on the very best, really have no (negative) comments.”
- “Happy with the care and support provided, they are well looked after and the girls are very conscientious.”

The inspector was also aware that one of the people supported had been supported to attend a music concert since the last care inspection. The identified staff member was observed supporting the person in an exceptional manner and this was commended by the inspector. This was relayed to the manager.

HSCT’ Representative comments

- “Happy enough, I have a fair bit of contact with them and cannot fault the communications.”
- “No issues, communication has really tightened up over the years.”
- “I am very happy and have no reason not to be, there are no issues.”
- “I am happy, we have a good partnership. I am satisfied that the quality of care and support is of a high standard.”

Seventeen staff provided feedback via the electronic survey. Whilst the majority of respondents indicated that they felt ‘very satisfied’ that the care was safe, effective and compassionate; and that the agency was well-led, a small number responded to the contrary. A small number of staff responded negatively in relation to all four domains. However, there were no written comments provided to support this. Written comments included:

- “No I love working with positive futures.”
- “All the people supported within the service appear very happy with the support they receive. The people we support are given choice in all aspects of their daily lives and supported in a person centred way. The support staff within the service are committed to providing quality support.”
- “Very good service looking after the (people we support) to the upmost of care.”
- “No (concerns) at the present time.”

Specific written comments received in relation to shift patterns and documentation were relayed to the manager, for review and action as appropriate.

The returned questionnaires from five of the people supported and one of their relatives indicated that that they were 'very satisfied' that the care was safe, effective and compassionate; and that the service was well led. Written comments included:

- "Good rapport between us and the staff. (Name) seems content in this placement."

One relative indicated that they felt unsatisfied in all four domains. Given that there was no written comment to support this, the response was relayed to the manager, for review and action, as appropriate.

Areas of good practice

Areas of good practice were identified in relation to the completion of checks with AccessNI and staff' registrations with NISCC.

Areas for improvement

No areas for improvement were identified during the inspection.

| | Regulations | Standards |
|--|-------------|-----------|
| Total number of areas for improvement | 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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