

Unannounced Care Inspection Report 14 February 2020



Positive Futures Lakeland Supported Living Service

Type of Service: Domiciliary Care Agency
**Address: Unit 2a, Saffog Retail Park, 134 Sligo Road,
Enniskillen, BT74 7JY**
Tel No: 02867724700
Inspector: Aveen Donnelly

www.rqia.org.uk

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 Lakeland Supported Living Service is a domiciliary care agency (DCA) which provides a range of supported living services, housing support and personal care services to individuals living in the Lisnaskea and Enniskillen area.

3.0 Service details

Organisation/Registered Provider: Postive Futures Responsible Individual: Ms Agnes Philomena Lunny	Registered Manager: Ms Diane Burleigh
Person in charge at the time of inspection: Ms Diane Burleigh	Date manager registered: 26 February 2020

4.0 Inspection summary

An unannounced inspection took place on 14 February 2020 from 11.30 to 15.00 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.

Evidence of good practice was found in relation to Access NI 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 Denise Burleigh, 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 11 September 2018

No further actions were required to be taken following the most recent inspection on 11 September 2018.

5.0 How we inspect

6.0 The inspection

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

During our inspection we focused on contacting the people supported by the agency, their relatives and staff to find out their views on the service. We also spoke with Health and Social Care Trust' representatives involved with the service.

We ensured that the appropriate staff checks were in place before staff visited the people they supported.

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

Questionnaires and "Have we missed you?" cards were provided to give the people supported by the agency and those who visit them the opportunity to contact us after the inspection with their views. Two responses were received and this is included within the report.

A poster was provided for staff detailing how they could complete an electronic questionnaire feedback to RQIA. One staff member responded and this information is included within the report.

During the inspection the inspector spoke with four staff members, three HSCT' representatives, four of the people supported by the agency and two 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 on 11 September 2018.

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 Access NI 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

- “It is very good, I would recommend them to anyone with a learning disability, especially when you are someone who people could take advantage of.”
- “I am very happy, they are very kind, caring and honest. We have a two-way relationship here. They treat me with respect and I treat them with respect.”
- “The staff are very good, it’s going well. If I did not have the staff, I wouldn’t feel safe. They do what I like to do.”
- “They are very good, they give me alone time if I need it and they are very nice to me.”

Relatives of the people supported

- “Absolutely happy, I feel I can really communicate with them. They get the best care possible, compared to other places. They have choice and the staff put a bit of thought into what they do with (the people they support). I couldn’t praise them highly enough, it is very personalised and tailored to meet their needs.”
- “The staff are fine.”

HSCT’ Representative comments

- “I can’t say I have any concerns at present.”
- “It is working well, senior management are very responsive to anything raised, things are good. The staff are very good at communicating stuff they have identified.”

Staff

- “It is all very good, the training is great.”
- “It is very rewarding work, we put the peoples’ best interests first, that is why we are here.”
- “I am very happy, I enjoy my work.”
- “I love it here, this job has been great for me both personally and professionally.”

One staff member provided feedback via the electronic survey. Whilst the respondent indicated that they felt ‘satisfied’ that the care was safe and compassionate, the respondent indicated that they felt ‘very unsatisfied’ that the care was ‘effective’ and ‘undecided’ in relation to the well-led domain. Given that there were no comments provided to support this, and in consideration of the positive feedback received from the people supported by the agency, this matter was relayed to the manager, for review and action, as appropriate.

The returned questionnaires from two relatives indicated that that they were either ‘very satisfied’ or ‘satisfied’ that the care was safe, effective and compassionate; and that the service was well led. Written comments included:

- “Very satisfied with all aspects of my (relative’s) care.”

Areas of good practice

Areas of good practice were identified in relation to the completion of checks with Access NI 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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