

**MONITORING AND REVIEW
OF
SUPPORTING PEOPLE SERVICES**

QUALITY ASSESSMENT FRAMEWORK

**CORE SERVICE OBJECTIVES
VALIDATION REPORT**

Three Rivers Housing Association
Schooner Court
January 2006

Wendy Ashcroft
Review Officer
Hartlepool Borough Council

Contents

Introduction

The Standards

C1.1 – Needs and Risk Assessment

C1.2 – Support Planning

C1.3 – Security Health and Safety

C1.4 - Protection from Abuse

C1.5 – Fair Access, Diversity and Inclusion

C1.6 – Complaints

Introduction

The Quality Assessment Framework (QAF) sets the standards expected in the delivery of Supporting People services. It is a clear and consistent framework for assessing the quality of services and is for use by administering authorities and providers as part of service review, it is also a tool for continuous improvement.

The QAF, a series of assessment tables has two principal purposes:
To provide a standardised means for assessing the quality of services
To encourage and facilitate the raising of standards

There are four possible levels that the service can meet:

A - Denotes excellence and is associated with services striving to be leaders in their field. These services incorporate mechanisms for delivering continual improvement.

B – Denotes good practice and services at this level should be working towards achieving an A.

C - Means that the service meets the required minimum standards however there is scope for improvement.

D - Means that the service does not currently meet the required standard. Providers must agree an action plan for achieving Level C within the minimum feasible time-scale.

Methodology

Service performance is assessed by means of examining evidence of the way in which services are provided this includes:

- Visit to the scheme
- Interviews with service users
- Interviews with staff
- Interviews with management
- Review of documentation

Core Standard 1.1 – Needs and Risk Assessment

Required Outcome

Assessments of needs and risks are carried out for all service users'. Processes place users' views at the centre, are managed by skilled staff and involve carers and other professionals.

Evidence

1) There is a comprehensive written needs and risk assessment process. Case notes showed that the process is used consistently and the assessment tools are appropriate for the client group. The plan contains the following information: -

- Benefits Information
- Safety and Security of the Home
- Medication
- Emotional Well Being and Mental Health
- Family and Social Contacts
- Social and Leisure Interests
- Cultural and Faith Needs

Staff can describe the assessment procedure that is followed prior to the service being offered. Prospective service users' are initially assessed and if a vacancy arises, they are invited to look at the accommodation and meet the scheme co-ordinator. Carers and family members are invited to the assessment. An ISP Review Plan is used for further assessments.

- 2) Copies of assessments are held on file and are available for inspection. service users' are advised that they can ask for a copy at anytime and service users' sign to say they either would like a copy or they decline the offer. Case notes showed that reviews are variable depending on the changing needs of the Service User. There is also a record of actions following the Support Plan Assessment. The needs and risk assessment process is covered at staff induction and further training is a regular occurrence. Regular Team meetings also cover ISP's
- 3) Support Plans are designed to fully explore with the tenant their needs and aspirations. Clear links can be seen between assessments and support plans and written procedures describe how Service Users' views are to be incorporated. There were no records of Service Users disagreeing with outcomes but the procedure was in place to do so. Service Users confirmed that their views had been listened to and taken into account.

- 4) Procedures had been reviewed within the last five years (14 December 2005)
- 5) Personnel/Training Files show that staff have been trained appropriately and have the relevant experience for the Service User group. Ongoing Training and identified need were all evident.
- 6) When necessary, assessments and reviews are carried out jointly with outside agencies. Examples included Social Services and Age Concern.

***Core Standard 1.1 – Needs and Risk Assessment
Three Rivers Housing Association’s Schooner Court has reached
Performance Level C for this standard.***

Core Standard 1.2 – Support Planning

Required Outcome

Service users have up to date support plans in place. Processes place users’ views at the centre, are managed by skilled staff and involve carers and/or other professionals.

Evidence

- 1) Case notes show that service users’ have individual Support Plans which address the needs which have been assessed. Clear links can be seen between assessments and Support Plans. The Support Plans identify outcomes service users’ wish to secure from the service. This was evidenced in the following Documentation: -
 - ISP’s
 - Action Plans
- 2) Procedures for timing and carrying out reviews are documented in individual case records and case notes showed that needs are assessed every 6 - 12 months unless an early review is deemed necessary.
- 3) Service users’ are advised they can have access to records and sign to say that they would either like a copy or they decline.

***Core Standard 1.2 – Support Planning
Three Rivers Housing Association’s Schooner Court has reached
Performance Level C for this standard.***

Core Standard 1.3 – Security, Health & Safety

Required Outcome

The security, health and safety of all individual service users' and staff are protected.

Evidence

- 1) There is an up to date Health & Safety Policy (August 2004 - to be reviewed 2006) in accordance with relevant legislation.
- 2) Staff have a clear understanding of Health and Safety issues and were able to describe the impact on their work and the Staff Induction Record covers Health and Safety
- 3) Health and Safety is covered in induction and staff have received regular training updates.
- 4) There is a Lone Worker and a Supported Housing Personal Safety Policy which sets out procedures to minimise the risks to staff working alone. This can be located within TRHG's Policies and Procedures document.
- 5) Out of hours arrangements are publicised in the new Tenant's Pack. This is provided by Richard Court's 24/7 repair facility. Service Users at Schooner court also have direct access to Three Rivers 24-Hour Customer Service Line.
- 6) Records demonstrate that regular health and safety checks are carried out in all shared areas of the scheme and are conducted at appropriate intervals. The checklists identify who took part, the findings and action taken. An incident of overheating hot water was sighted and confirmed the procedures were in place. H & S checks include: -
 - Gas Safety Checks
 - Fire extinguisher Checks
 - Lift Checks
 - Emergency Lighting and Building Checks
 - H & S Inspections carried out by Jeff Arkle
- 7) Health and Safety concerns are recorded on individual case notes and feedback is provided either to individual service users' or at tenants meetings. Service users' were able to discuss health and safety issues around the scheme confidently. Information is provided to service users' in Welcome Packs.
- 8) Service Users are issued with a Health & Safety Leaflet to explain procedures. Incidents were sighted in the Accident book and on the Internal Incident Report Form. Service users' interviewed understood the emergency

call-out procedures. Emergency call-out procedures are displayed prominently within the scheme

***Core Standard 1.3 - Security, Health and Safety
Three Rivers Housing Association's Schooner Court has reached
Performance Level C for this standard.***

Core Standard 1.4 – Protection from Abuse

Required Outcome

The right of service users' to be protected from abuse is safeguarded.

Evidence

- 1) There are clear documented procedures for responding to actual or suspected abuse of vulnerable adults covering five main areas of abuse. This is evidenced within The Policy and Procedure for Suspected abuse of vulnerable adults
- 2) The procedure sets out the purpose, procedure, policy framework, definitions and responsibilities of reporting an incident,
- 3) There is a 'Whistle blowing' policy included within the overall policy. Three Rivers request CRB checks at recruitment and for all those working with vulnerable adults as well as two written references which were checked at validation.
- 3) Staff were able to demonstrate a full understanding of the policies and procedures, training is included at induction and most staff have attended 'No Secrets' training. Suspicions or concerns would be reported to the line-manager, involving outside agencies if necessary in accordance with procedure.
- 4) There is a specific procedure in place to prevent staff from benefiting personally from service users' (Gifts and Hospitality).
- 5) The Procedure for Protection from Abuse of Vulnerable adults includes step by step guidance including actions to take time frames and the appropriate agency to contact.
- 6) Staff demonstrated a clear understanding of professional boundaries and at on-going supervision, concerns would be reported by the scheme manager.
- 7) Service users' interviewed understood different types of abuse and how to report any suspicions.

- 8) Records show that details are recorded where there are concerns, referrals made to appropriate agencies, prompt action taken and outcomes recorded.

***Core Standard 1.4 – Protection from Abuse
Three Rivers Housing Association’s Schooner Court has reached
Performance Level C for this standard.***

Core Standard 1.5 Fair Access Diversity and Inclusion

Required Outcome

There is a commitment to the values of diversity and inclusion and to the practice of equal opportunity (including accessibility in its widest sense) and the needs of black and minority ethnic service users are appropriately met.

Evidence

- 1) The applications process and eligibility criteria are clearly publicised in the Equality and Diversity Policy. This is also evidenced in the Lettings and Allocations Policy, Housing Application Form and the yearly review of the waiting list. Copies are provided to all enquirers. All had been reviewed with the last five years.

- 2) The following policies were sighted: -
 - Equal Opportunities
 - Anti Discriminatory Practice
 - Harassment.
 - Equality and Diversity

These covered the following discrimination: -

- Gender
- Age
- Religion
- Race
- Disability
- Nationality
- Sexual Orientation

- 4) The Equal Opportunity Policy was in accordance with:-

- Race Relations Act 1976
- Disability Discrimination Act
- Human Rights Act 1998

- Sex Discrimination Act 1975
- Commission for Race Equality Code of Practice

All Policies had been reviewed within the last five years

- 1) The BME Housing Strategy was also in accordance with the Commission for Race Equality Code of Practice.

All policies had been reviewed within the past five years and were contained within the induction procedures. Staff were clearly able to describe the key features of the policies and its impact on their work.

***Core Standard 1.5 Fair Access Diversity and inclusion
Three Rivers Housing Association's Schooner Court has reached
Performance Level C for this standard.***

Core Standard 1.6 Complaints

Required Outcome

Users, carers and other stakeholders are made aware of complaints procedures and how to use them.

Evidence

- 1) There is a clear and concise customer complaints procedure leaflet distributed at tenancy sign up. This document can also be accessed on the Website and is also reiterated in the tenant's newsletter and leaflets. The procedure was reviewed in February 2005.
- 2) Evidence was sighted and complaints were logged, followed up and completed to a satisfactory standard within expected time scales.
- 3) Staff were able to describe the procedure. The subject was covered at induction and training is delivered on this subject. All complaints are logged on the Complaints System. This system was sighted and found to contain all the relevant information including follow up contact and conclusions

***Core Standard 1.6 Complaints
Three Rivers Housing Association's Schooner Court has reached
Performance Level C for this standard.***