

Review of compliance

<p>Manchester City Council Manchester Adult Placement Services</p>	
<p>Region:</p>	<p>North West</p>
<p>Location address:</p>	<p>Hall Lane Resource Centre 157 Hall Lane Manchester Greater Manchester M23 1WD</p>
<p>Type of service:</p>	<p>Shared Lives</p>
<p>Date of Publication:</p>	<p>May 2012</p>
<p>Overview of the service:</p>	<p>Manchester Adult Placement Scheme provides a service for people who need support to live independently and who can do so in the home of individuals or families who are approved providers. The scheme widens the choice of services open to vulnerable people living in the community, giving them the opportunity of experiencing life within another family setting; or receiving</p>

	informal support in their own home or the community.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Manchester Adult Placement Services was meeting all the essential standards of quality and safety inspected.

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 19 April 2012, looked at records of people who use services, talked to staff and reviewed information from stakeholders.

What people told us

We haven't been able to speak with people using the service because we were reviewing the compliance of the scheme. However we gathered evidence of people's experiences of the service by reviewing completed customer and provider surveys and inspecting how the scheme was monitoring and reviewing the quality of the service provided.

What we found about the standards we reviewed and how well Manchester Adult Placement Services was meeting them

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

Customers of the scheme experienced care, treatment and support that met their needs and protected their rights.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

The staff of the scheme and the providers who supported the customers of the scheme received appropriate training and support.

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

The provider had an effective system to regularly assess and monitor the quality of service

that people receive. The provider also had an effective system in place to identify, assess and manage risks to the health, safety and welfare of people using the service and others.

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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

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

We haven't been able to speak with people using the service because we were reviewing the compliance of the scheme. However we gathered evidence of people's experiences of the service by reviewing completed customer and provider surveys and inspecting how the scheme was monitoring and reviewing the quality of the service provided. We found that people using the service responded favourably about the care and support they received and that when issues were identified they were addressed appropriately.

Other evidence

Manchester Adult Placement Scheme provided a service for people who needed support to live independently and who could do so in the home of individuals or families who were approved providers. The scheme widens the choice of services open to vulnerable people living in the community, giving them the opportunity of experiencing life within another family setting; or receiving informal support in their own home or the community.

The scheme approves providers who support the customers of the scheme as described above. Providers and customers are in turn supported by the support workers and senior managers employed by the scheme.

The care and welfare needs of people who use this service were appropriately assessed and care and support was planned and provided in line with their individual care plan. We examined four individual plans of care during our visit. They provided full

details of the assessment processes undertaken prior to the services being undertaken. These had been completed by the prospective customer's care manager or social worker. Once referred to the scheme the prospective customer was 'matched' with a suitable provider. There then followed a process that determined the suitability of the placement of the prospective customer. This process included the involvement of the customer (and their independent advocate if necessary) and included introductory meetings with and visits to the prospective provider. A plan to ensure the customer's health, social and general welfare needs was developed (in consultation with the customer). This included assessment of any risks that had been identified in the customer's life and how those risks were to be dealt with in a way that maximised that person's independence and personal freedom. General and specialised health needs of individual customers were recorded and detailed how the individual was supported to access appropriate health care services.

A documented system of regular review of each placement was in operation. This ensured that the placement of individual remained suitable and appropriate and that there assessed needs continued to be met. It was evident that the views of the individual customer (and their independent advocate if necessary) were central to all such reviews. The participation of the customer's care manager or social worker, relatives and other interested parties (such as medical or other health care staff) in reviews was also noted.

Our judgement

Customers of the scheme experienced care, treatment and support that met their needs and protected their rights.

Outcome 14: Supporting staff

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 competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

We haven't been able to speak with people using the service because we were reviewing the compliance of the scheme. However we gathered evidence of people's experiences of the service by reviewing completed customer and provider surveys and inspecting how the scheme was monitoring and reviewing the quality of the service provided. We found that people using the service responded favourably about the care and support they received from providers and the care support staff of the scheme, and that when issues were identified they were addressed appropriately.

Other evidence

At the time of our visit the senior staff of the scheme employed and supervised a team of nine placement workers. The placement workers each had a caseload and supported the approved providers of the scheme and the customers who were in turn supported by the providers. The senior manager informed us that a training plan was in place to ensure placement workers provide such support safely and effectively. During our visit we looked at that plan. It detailed what training had been provided to each placement worker and when that training had been delivered. The plan was up to date and reflected that placement workers were being provided with regular and appropriate training. It was also noted that most of the support staff held a National Vocational Qualification (NVQ) in care. All newly appointed placement workers were provided with appropriate induction training. Each placement worker had their own portfolio of training that was audited on a regular basis by a senior manager of the scheme.

Placement workers spoken with told us that they were well supported by the senior managers of the scheme manager and that their views were listened to and respected.

They could voice their views individually or at regular staff meetings. All confirmed that they had regular supervision meetings/appraisals with their supervisor that included a review of their training needs. These meetings were being documented and we were shown a number of such records. All the placement workers spoken with confirmed they were readily able to access training - including training to support the particular specialised needs of customers.

Training was also being provided to Providers who were approved to support the customers of the scheme. This also included training to enable them to support customers with specialised needs.

Our judgement

The staff of the scheme and the providers who supported the customers of the scheme received appropriate training and support.

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

We haven't been able to speak with people using the service because we were reviewing the compliance of the scheme. However we gathered evidence of people's experiences of the service by reviewing completed customer and provider surveys and inspecting how the scheme was monitoring and reviewing the quality of the service provided. We found that there was regular and appropriate consultation with customers and the providers who supported them.

Other evidence

Systems were in place to monitor the quality of the services provided. These systems included the gathering, recording and evaluation of information about the quality and safety of the support provided by the scheme's approved providers. We were shown records of regular checks (audits) that were conducted in respect of customers finances, medication audits, support plans. Where any issues were identified a plan to address them was developed, implemented and monitored.

There was also a robust system of customer review. This included regular formal review of all aspects of the customer's placement with an individual provider of the scheme. The views of the customer were central to the review and where necessary the customer was supported by an independent advocate. Customers were regularly invited to complete a survey to determine their views about the service they receive. The surveys, (available in a variety of suitable formats), were developed with the assistance of the 'Our service/our say' group – made up of customers who meet regularly with senior staff from the scheme to discuss issues of mutual interest. We were shown

records of past meetings. Where any issues were identified a plan to address them was developed, implemented and monitored. The system of customer review, described above, is supplemented by regular unannounced visits to providers by a senior manager of the scheme.

Regular meetings were held between staff and senior managers to discuss pertinent issues relating to employment and support given to the providers/customers of the scheme. Such meetings included seeking the views of staff about the quality of the service being provided. We were shown records of past meetings. Where any issues were identified a plan to address them was developed, implemented and monitored.

A system for regular meetings for the providers (who support the customers) of the scheme was operated. This gave the providers the opportunity to raise more general issues with the senior managers of the scheme. We were shown records of past meetings. Where any issues were identified a plan to address them was developed, implemented and monitored. Providers also participated in the regular reviews of customer placements. The quality of the service provided by providers is kept under review. Any significant concerns are referred to the independent board that determines the approval status of providers of the scheme.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive. The provider also had an effective system in place to identify, assess and manage risks to the health, safety and welfare of people using the service and others.

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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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
Audience	The general public
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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA