

# CAERPHILLY COUNTY BOROUGH COUNCIL, DIRECTORATE OF SOCIAL SERVICES

## COMMISSIONING TEAM

### Contract Monitoring Report

<b>Name of provider:</b>	<b>Pobl (formerly Reach)</b>
<b>Name of Extra Care Service:</b>	<b>Cefn Glas</b>
<b>Date/Time of visit:</b>	<b>21 February, 17 April and 13 June 2019</b>
<b>Visiting Officer(s):</b>	<b>Caroline Roberts, Contract Monitoring Officer</b>
<b>Present:</b>	<b>Karen Cheese, Extra Care Manager Leanne Love, Extra Care Deputy Manager</b>

## 1 Background

- 1.1 Pobl have been providing domiciliary care support in the Caerphilly Borough for several years, within a range of supported living and extra care services. In December 2017, Reach were awarded a new contract to continue to provide care and support at Cefn Glas.
- 1.2 The landlord at Cefn Glas is Derwen.
- 1.3 The range of care and support tasks undertaken by Pobl under the contract includes personal care (e.g. assistance in bathing, washing, dressing, medication intake, toileting), nutritional care (e.g. assistance with eating and drinking, food and drink preparation and food and drink intake monitoring), mobility care (e.g. assistance with getting in and out of bed, general movement) and domestic care (e.g. assistance with cleaning, shopping, other housework, arranging appointments). Staff are on site at all times and tenants are able to contact them at any time through the use of telecare.
- 1.4 Dependent on the findings within the report, the provider will be given corrective and development actions to complete. Corrective actions are those which must be completed (as governed by legislation or the CCBC contract) and developmental actions are good practice recommendations. At the time of the monitoring visits, the provider was waiting to be registered with Care Inspectorate Wales under the new RISCA legislation.

## 2 Previous Recommendations

### 2.1 Corrective actions

- 2.1.2 Daily records should be more detailed and personalised, and linked to the information and outcomes shown in the service delivery plan and supporting documentation (such as the goals and aspirations document). It would be beneficial to alter the format of the daily records sheets, to allow for more information to be entered (*Extra Care Service Specification*) **Met**

- 2.1.3 Service delivery plans to show the times that have been agreed between the provider and service user for domiciliary care calls to take place. (*Extra Care Service Specification*) **Partially met**
- 2.1.3 Reach to ensure that any support provided at lunch time or teatime is recorded in the daily records, or a separate *record* made to explain apparent missed calls. (*National Minimum Standard 16.1*) **Met**
- 2.1.4 Reach are to ensure that the number of hours, and duration of calls stated on ISC's should correspond with allocated time on carers' schedules (*CCBC contract*) **Met**
- 2.1.5 Reach are to ensure that start times and end times are recorded for all calls in the daily recordings. (*CCBC contract*) **Partially Met**

## 2.2 Developmental actions

- 2.2.1 Reach are encouraged to complete a life history document (or similar) for all service users.

## 3 **Finding**

### 3.1 Service Performance

- 3.1.1 Three staff schedules were viewed and it was apparent that efforts were made for the scheduling to meet the times specified by the individuals. Whilst viewing 3 tenants files, 2 out of the 3 had times recorded that had been specified by the individuals. The third was a more flexible arrangement; however, only one of the three tenants had signed the timing agreement.
- 3.1.2 Individuals residing at Cefn Glas are able to summon assistance by using the telecare system that is in place. A member of staff is on site at all times, including nights. The member of staff on night duty can be alerted to any calls via the telecare operator.
- 3.1.3 Within the previous monitoring report, it was noted that some tenants were unhappy with the quality of food as a result of the change of caterer. One individual spoken to during the most recent visit advised that the food had improved. The second individual had recently moved into his flat and was very complimentary about his new home environment and the staff.
- 3.1.4 Whilst viewing the daily records, it was evident that effort is made to ensure there is some continuity with carers.

### 3.2 Service Planning and Documentation

- 3.2.1 All documentation was observed to be stored securely in a lockable cabinet.
- 3.2.2 Out of the three tenants files observed, only one had a detailed life history. One individual had declined to complete the life history; whilst the third had no life history; however, likes/dislikes were noted and goals recorded.
- 3.2.3 Individuals residing at the scheme are usually allocated a tenancy via a panel; therefore, in the past, initial assessments were not undertaken by the scheme

manager. However, this has recently been introduced in order to obtain further information from the individuals and to ascertain an individual's compatibility. On arrival at the scheme, the assessment will feed into the service delivery plan. The service plans viewed reflected the Care and Support Plan of CCBC. Individuals had noted their preference in respect of call times. However, one outlined preference differed to the timings on the rota. This was brought to the Deputy Manager's attention who advised that the individual had changed their mind and requested an earlier call in order that they could socialise with other tenants.

- 3.2.4 The plans outline what support is required by the tenant and when prompting or encouragement is required, thus maintaining and promoting an individual's independence.
- 3.2.5 All three plans read were signed by the tenants. Therefore, evidencing they had been included in the development of them.
- 3.2.6 Whilst viewing the preferred call times against the staff rotas, it was noted for one individual that staff were taking less time for some calls. This was discussed with the Deputy Manager at the time of the visit. When viewing another rota, it was noted that some staff were staying longer for a particular personal care call. When asked if additional time was required, the Deputy Manager advised that she felt the allocated time was sufficient.
- 3.2.7 Risk Assessments were observed to be present i.e. skin integrity. The assessments had been reviewed within the last three months at the time of the initial visit. Risk Assessments and service plans are to be reviewed regularly and are to reflect any changes in an individual's needs.
- 3.2.8 Daily records were signed and dated by the carers in attendance, with times in/out being recorded. Although, there were minimal occasions when a carer had not signed out and when two carers had attended a visit, only one had signed.
- 3.2.9 The Daily records are collected every Sunday and the week's entries are read by the Manager on the Monday. Any identified issues are discussed with the appropriate members of staff.

### 3.3 Recruitment, Training and Supervision

- 3.3.1 Two staff files were viewed and the appropriate documentation was observed to be present i.e. job description, photograph. Other documentation such as application forms, interview records, Disclosing and Barring Service (DBS) etc. are retained at the head office.
- 3.3.2 Staff are supported to carry out their role by a mixture of supervision, spot checks and team meetings. Supervision is held every 3 months, team meetings are held every 3 months and spot checks are carried out 6 monthly.
- 3.3.3 The training matrix was viewed and it evidenced that staff attend training and refresher courses as and when necessary. Mandatory training was viewed to be up-to-date with staff attending Safeguarding, Moving and Handling, Infection Control, Medication, Food Hygiene and First Aid courses.

3.3.4 Some certificates are retained on staff files, whilst others are retained at the head office.

3.3.5 The provider uses an induction based on the Social Care Induction Framework.

#### **4 General**

4.1 During the visit, the monitoring officer spoke with a member of staff who advised that they have plenty of time to undertake what is required of them. The member of staff felt supported by the provider and that appropriate information is available to them prior to an individual taking up a tenancy; therefore, staff feel as though they already know the new tenant. The monitoring officer was advised that sometimes the information provided to staff conflicts with how the person actually presents on arrival. It is hoped that with a pre-assessment being undertaken by Cefn Glas, this will no longer be experienced.

4.2 The member of staff interviewed advised that as care staff, they receive a lot of support and are always provided with opportunities whereby staff can “better” themselves and take on more responsibility.

4.3 With regard to the Active Offer – More than Just words, the monitoring officer was informed that at the time of the visits, no tenant speaks Welsh. This information is obtained from individual tenancy application forms. However, Cefn Glas has some staff that speak a little.

#### **5 Corrective and Developmental Actions**

##### **5.1. Corrective**

5.2 For the preferred times to evidence that the tenant is in agreement; therefore, Pobl to ensure that tenants sign the agreed times. (CCBC Contract 2.8)

5.3 Ensure that there are effective arrangements in place for monitoring, reviewing and improving the quality of care and support provided. This can be achieved by obtaining the views of tenants/representatives, the service commissioners, and staff. (CCBC Contract 2.8)

##### **6 Developmental actions**

6.1 Further work to be undertaken in order to incorporate more information around the life histories of the tenants. This will assist new staff to gain a better understanding of the individuals they are assisting.

6.2 For staff to be reminded to complete daily records fully i.e. signing in and out.

#### **7 Conclusion**

7.1 It was positive to observe that a number of corrective actions had been completed and overall the visit was positive, with positive feedback provided from staff and tenants that utilise the service.

7.2 The Contract Monitoring Officer would like to thank the staff and tenants of Cefn Glas for their hospitality during the visit.

Author: Caroline Roberts

Designation: Contract Monitoring Officer

Date: 18 June 2019

N.B. This report will be made available via Caerphilly County Borough Council's Internet site. Hard copies of the report will also be made available to prospective residents and/or their families should they ask to see them.