

# CAERPHILLY COUNTY BOROUGH COUNCIL, DIRECTORATE OF SOCIAL SERVICES

## COMMISSIONING TEAM

### CONTRACT MONITORING REPORT

**Name of Provider:** Carers Trust South East Wales

**Date of Visit:** 15.06.17

**Visiting Officers:** Andrew Davies (Contract Monitoring Officer)

**Present:** Liz Prosser (Registered Manager)

#### **1. Background**

- 1.1 Carers Trust have been a registered provider of domiciliary care services within the Caerphilly Borough for several years. The provider was awarded a domiciliary care contract in 2011, following a tender process. The last monitoring visit took place in April 2016
- 1.2 The range of care and support tasks undertaken by Carers Trust under the contract includes personal care (e.g. assistance with bathing, washing, dressing, medication intake, using the toilet), 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).
- 1.3 Dependent on the findings within the report, Carers Trust will be given corrective and developmental actions to complete. Corrective actions are those which must be completed (as governed by legislation etc), and developmental actions are good practice recommendations.

#### **2. Findings**

##### **2.1 Previous Corrective Actions**

- 2.1.1 Ensure that mandatory training and refresher training is up to date for all staff (*CCBC contract, and NMS 19.9*)  
**Findings** - The training matrix showed that in most cases staff had received up to date mandatory training, however there were some staff who required medication training. The Manager advised that it has been difficult to book multiple places for the medication training provided by the local authority, and so has now booked training with a company for five staff to attend, in August 2017. **Partially Met**
- 2.1.2 Carers Trust are to ensure that all possible risks are identified, and are assessed in a detailed and comprehensive manner (*National Minimum Standard 12.5*).  
**Findings** - new documentation has been introduced since the last monitoring visit, and as part of this there has been an improvement in the risk assessment documentation. Risks associated with each area of support are now covered in the

service delivery plan, and were sufficiently detailed. There is also a separate risk assessment booklet that is used to cover risks associated with the environment and the property. **Met.**

- 2.1.3 Ensure that the daily records cover all aspects of care as detailed in the CCBC care plan and the service delivery plan (NMS 16.1).

**Findings** – The daily records viewed during the visit were completed fully, and appeared to cover all aspects of care provided during each visit. **Met**

## **2.2 Previous Developmental Actions**

- 2.2.1 Carers Trust are encouraged to recruit additional staff in order to increase their level of service provided in the Caerphilly borough.

**Findings** – There has been little change in the amount of care provision in the Caerphilly Borough since the last monitoring visit. The Manager advised that many efforts have been made to recruit additional staff which would allow the service to grow, however there has been little interest from applicants. **Not Met**

- 2.2.2 Carers Trust are encouraged to develop a life history document to ensure, where possible, that carers have more knowledge about the person they are supporting.

**Findings** – a life history documents has not been developed, and it was noted on the files that there was none of this information on any of the assessment documentation or service plan. The Manager advised that she would be looking to develop a life history document soon. **Not Met**

## **3.1 Service Performance**

- 3.1.1 Call monitoring records were viewed for several service users over a period of three weeks, and these were compared to the scheduled times. There was an excellent level of consistency, with a very small number of late or early calls. In addition, the records evidenced that the vast majority of calls took a length of time that was very close to the contracted hours.

- 3.1.2 Work schedules for all staff were seen for a period of two weeks. The rotas showed clear travel time between each call, and the length of travel time was appropriate. Care staff are paid for their travel time separately to their call time payments.

- 3.1.3 The electronic call monitoring system sends alerts if calls are late or potentially missed, and this system is monitored at all times. When alerts come through, staff are contacted to ask if they are on their way and if necessary other arrangements are made to cover calls, and service users informed of any issues.

- 3.1.4 It was noted that there was excellent consistency of care workers, with a small group of regular carers scheduled to attend most calls for each person. For example for one service user who has 3 calls a day had their call provided by just four different carers over a period of 3 weeks, and it was very positive to see that out of the twenty one calls, eighteen were attended by two regular carers.

- 3.1.5 There is a communication system in place to log calls received from care staff to the office to report concerns about a service user, or to report cancelled calls etc. This acts as an audit trail to explain any calls which appear to be not attended.

- 3.1.6 Daily records are collected from properties when completed and brought back to the office. There used to be a system of auditing the daily records to check if there are any issues that need to be raised with staff, for example if they fail to make an entry, forget to sign in an out etc., or if anything is mentioned in the books that should have been reported to the office. The Manager advised that this was not taking place at the time of the visit due to time restraints, however there are plans to reintroduce it. The Manager advised that a new system was being trailed using the new IT package to audit the entries made in the notes section, to keep track of any trends or issues reported regarding service users.
- 3.1.7 The provider keeps a file to record compliments and complaints, and it was noted that there were many compliments in the file. There were very few complaints, and when these did occur it was clear that the Manager investigates the complaint fully and takes appropriate action.
- 3.1.8 The Manager is in the process of reviewing the quality assurance survey that has been in place for the last few years. A new questionnaire is in the process of being developed and will be distributed once it has been agreed. The Manager agreed to send the final report to the Commissioning Team once it is completed.

## **3.2 Care and Service Planning Process**

- 3.2.1 Detailed initial assessment booklets were present on all files seen. The assessments were fully completed and gave a range of information about the service user, which (along with the CCBC care plan) is then used to formulate the service plan. The assessment is broken down into several areas such as eating and drinking, communication, medication etc, and shows what support is required in each area.
- 3.2.2 The needs assessment for all files viewed had been signed by the service user, a relative, and by a representative from Carers Trust. It was positive to note that the needs assessments included relatives' views, and any support that might be required for the main carer.
- 3.2.3 The documentation was person centred and included likes and dislikes, and levels of independence in each area of support.
- 3.2.4 The daily records were fully completed, and all were signed, timed and dated. Most entries were detailed and gave a good description of what support was provided on each call, as well as mentioning any updates on the well being of the service user.
- 3.2.5 As mentioned, the service delivery plans are now in an improved format. All new service delivery plans are in this format, and some of the previous ones have been rewritten, with more planned to be completed.
- 3.2.6 The service delivery plans contained very detailed and personalised information and were signed by the service user, and/or family member to evidence their involvement. The service plans made it clear what support was required in each area, and what the service user was able to do independently, or with prompting, with a focus on encouraging as much independence as possible.
- 3.2.7 There was evidence on file to show that reviews of the service plan were taking place

every six months as required under the contract with CCBC. The reviews were detailed and covered all areas of current support, with any changes being identified and acted upon in most cases. It was noted from one of the reviews that there had been some significant changes in the needs of the service user regarding moving and handling and medication, however the service delivery plan had not been updated to reflect this. This was discussed with the Manager and she advised that this would be done immediately.

### **3.3 Recruitment, Training and Supervision**

- 3.3.1 Two staff files were viewed, and they both included required information such as a photograph, a detailed application form, a signed contract of employment, and at least 2 references
- 3.3.2 Interview records were seen on staff files, which showed that the applicant answered the interview questions to a high standard. An interview record was not seen on one file, however this was because the member of staff was recruited several years ago, practices have changed since then.
- 3.3.3 The provider uses a full induction process following the Care Council for Wales's induction framework.
- 3.3.4 A matrix is used to record and plan supervision sessions and spot checks throughout the year, and there was evidence of supervision sessions and appraisals on the staff files. From the matrix it was noted that both supervision and appraisals were up to date.
- 3.3.5 DBS checks are undertaken before new members of staff start work, and repeated every 3 years, and evidence was provided to show that this has been done for all staff.
- 3.3.6 The training matrix showed most staff had received all mandatory training and had attended refresher training where required. Some refresher courses had already been booked in for the upcoming weeks. There were also examples seen on the staff files of many non-mandatory courses being attended by staff. The only exception was in relation to medication training, where it appeared that some staff were overdue for refresher training (which had been booked).
- 3.3.7 It was noted that more than 50% of care staff had completed an NVQ/QCF qualification appropriate for their role, as per the NMS requirement.
- 3.3.8 The Manager advised that work has been ongoing to try to improve terms and conditions for care staff. There has been an increase in the hourly rate, staff are paid for travel time between calls, and all staff have been offered permanent contracts. All staff who work on the Caerphilly contract have accepted permanent contracts

### **4. Corrective Actions**

- 4.1 Ensure that all staff have attended medication training including refresher training every three years (*CCBC contract, and NMS 19.9*) Timescale: to be up to date within three months of date of report.

- 4.2 Update the service delivery plan for the service user mentioned in 3.2.7 (NMS 4.6)  
Timescale: The Manager advised that this was action was given attention immediately following the visit, and work was ongoing with professionals. The service delivery plan would be updated as soon as possible. Action completed.

## **5. Developmental Actions**

- 5.1 Carers Trust are encouraged to develop a life history document to ensure, where possible, that carers have more knowledge about the person they are supporting.
- 5.2 Carers Trust are encouraged to recruit additional staff in order to increase their level of service provided in the Caerphilly borough
- 5.3 Please forward a copy of the quality assurance report to the Monitoring Officer once complete.

## **6. Conclusion**

- 6.1 The visit was very positive with evidence to show that Carers Trust are providing a very reliable and consistent service.
- 6.2 There have been positive developments since the last visit in relation to the documentation used, and the improved terms and conditions for staff. It was positive to note that there were a minimal number of corrective actions from the visit.
- 6.3 The monitoring officer would like to thank staff at Carers Trust for their hospitality during the visit. Routine monitoring will continue.

**Author:** Andrew Davies

**Designation:** Contract Monitoring Officer

**Date:** 06.07.17

**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 service users and/or their families should they ask to see them.