

CAERPHILLY COUNTY BOROUGH COUNCIL, DIRECTORATE OF SOCIAL SERVICES

COMMISSIONING TEAM

Contract Monitoring Report

Name/Address of provider: **Cartrefi Cymru**

Date: **24 September 2019 and 04 October 2019**

Visiting Officer(s): **Caroline Roberts, Contract Monitoring Officer**

Present: **Jeryl Thorpe, Service Manager**
 Nicola Powell, Area Service Manager

1 Background

- 1.1 As part of the monitoring process, the monitoring officer initially visited the main office situated in Pontypool. Following this visit, the monitoring officer visited the property situated in Caerphilly Borough. The Landlord for the property is Link Cymru.
- 1.2 The purpose of the visit to the main office was to look at documentation and processes implemented within the property.
- 1.3 The office visit was followed up by a visit to the supported living premises, which was again to view documentation, to look at the environment, to speak with the tenant and to also speak with members of staff.
- 1.4 Dependant on the findings within the report, Cartrefi Cymru will be given corrective and developmental actions to be completed. Corrective actions are those, which must be completed (as governed by legislation etc.), and developmental actions are those, which are deemed good practice to be completed.

2 Findings

2.1 Tenancy Selection

- 2.1.1 The process for potential tenants commences with a referral being made to the provider. However, the majority of referrals are received from Social Workers. Cartrefi Cymru will look at an individual's needs and compatibility and then a transitional process is followed to ensure suitability.

2 Documentation

- 2.2.1 Whilst monitoring the head office, it was noted that all documentation is stored electronically with appropriate hard copies retained at the house.

- 2.2.2 As the property within Caerphilly Borough has only one tenant, that being a Caerphilly placement, only one file was viewed during the house visit.
- 2.2.3 Whilst viewing the electronic records with the Service Manager, a Care and Support Plan was observed, along with a Personal Plan and appropriate Risk Assessments.
- 2.2.4 There was no pre-admission observed as the individual has resided at the property since 1993.
- 2.2.5 The Service Manager advised the Monitoring Officer that the Care and Support plan from the Local Authority is due for review. Should a named Social Worker not be currently involved, the review will be allocated to an officer to visit the tenant/family/staff and undertake a review in order to establish if individuals needs have changed.
- 2.2.6 There was no evidence to suggest that the tenant nor family members/representative had taken part in the development of the Personal Plan. The Service Manager advised that the tenant's representative does not reside locally and therefore, every effort will be made to ensure the Personal Plan is shared with the representative for involvement.
- 2.2.7 On 4th October 2019, the Monitoring Officer visited the property in order to view the paper records.
- 2.2.8 A Care & Support Plan from the Local Authority was viewed along with the Personal Plan and appropriate Risk Assessments. Risk Assessments were in place for Mobility, Behaviour, Transport and hot drinks.
- 2.2.9 The individual is the only tenant residing at the property and the Service Manager explained that since being the only tenant, the individual has "really improved". The Service Manager went on to say that the individual was "the reason I'm in this job" and that the individual is "living life".
- 2.2.10 The Local Authority's Care & Support Plan was viewed to be out of date but as already reported, the Service Manager was aware that the Local Authority would need to undertake a review.
- 2.2.11 The Personal Plan outlined outcomes for the individual such as continued access to the community, household chores, routine/structures. Staff supporting the individual are currently supporting the tenant to build up to having a short stay away; however, this requires planning and support.
- 2.2.12 The information documented within the Local Authority's Care Plan was reflected within the Personal Plan.
- 2.2.13 Appropriate referrals were observed to be made to outside professionals i.e. Dentist, Doctor, Psychiatrist.
- 2.2.14 The plans were observed to be reviewed annually and this was discussed with

the Service Manager. Under the new legislation (Regulation and Inspection of Social Care (Wales) Act [RISCA]) it is expected that plans are reviewed at least 3 monthly.

- 2.2.15 The file was observed to hold a missing person's profile, along with a Personal Emergency Evacuation Plan.
- 2.2.16 The provider also uses a traffic light system for when the individual attends hospital. By using the system, it highlights in order, the important information pertaining to the individual.
- 2.2.17 The daily records were viewed and outlined what support is provided during the day, when not in attendance at Day Centre. The records recorded the tenant's mood, food intake, activities such as walks, feeding the ducks, car checks etc.
- 2.2.18 The Monitoring Officer, whilst at the property, viewed the Medication Administration Record and observed no gaps and appropriate signatures were insitu.
- 2.2.19 Also present was a hospital "grab file", which contained appropriate information in respect of the individual should a hospital admission be necessary.
- 2.2.20 All information was found to be easily located and well documented and maintained.

2.3 Nutrition

- 2.3.1 The tenant will communicate to staff what food they wish to have. Due to communication difficulties, staff also use a list of foods and the tenant will indicate to the support staff what is required.
- 2.3.2 Staff encourage the tenant to eat a healthy, well balanced diet and the tenant enjoys eating plenty of fruit and veg.
- 2.3.3 Sometimes, the individual will assist with the food preparation; however, this can depend on their mood. However, the tenant will assist with the shopping.
- 2.3.4 During the visit to the property, the Monitoring Officer was unable to engage in communication with the tenant as the individual was agitated due to a stranger being present in their home. However, on arrival the Monitoring Officer was greeted with a smile whilst the tenant was listening to music. The tenant was found to be appropriately dressed for the time of year. The support worker advised that due to the bad weather, they would go out in the car and visit the local supermarket and then have lunch.

2.4 Service Manager's Questions

- 2.4.1 During the course of the monitoring visit the Service Manager was asked a series of questions.

- 2.4.2 Medication audits are undertaken weekly, during which medication counts are undertaken. The Service Manager advised that they do not double sign medication administration as the individual has 1:1 support.
- 2.4.3 The Service Manager was able to describe what advocacy services are accessed and when should it be needed by the individual.
- 2.4.4 The Service Manager advised that Cartrefi Cymru have a good working relationship with the Landlord and if any repairs are needed, they simply telephone and the response is “really good”.
- 2.4.5 The Service Manager was able to demonstrate her knowledge of safeguarding individuals and what action would be taken should it be considered that a form of abuse was taking place.
- 2.4.6 Whilst one member of staff is fluent in the language of Welsh, the tenant does not speak the language.

2.5 Training

- 2.5.1 Staff can access e-learning and also attend face-to-face training sessions including those held by Blaenau Gwent and Caerphilly Social Care Workforce Development Team.
- 2.5.2 Staff are required to undertake mandatory training courses i.e. Manual Handling Passport, Safeguarding, Medication Awareness, Infection Control. The visiting officer observed that staff also undertake training that coincides with their role and the support they offer. The Service Manager explained that the central training team send notifications of when training is due to expire / require refreshing. In some instances it was noted that this had not happened and it was observed that some staff needed to attend refresher courses; this was discussed with the Service Manager for appropriate action.
- 2.5.3 Supervisions generally take place every three months; however, the Service Manager advised that supervision had slipped behind.
- 2.5.4 Supervision is held on a 1:1 basis and was found to be quite detailed with welfare, procedures, tenant, training etc. being discussed.
- 2.5.5 The Service Manager felt supported by the Area Service Manager and advised there is always a senior member of staff available to respond to any questions/queries.

2.6 Staffing

- 2.6.1 In the last twelve months, 1 member of staff left but later returned, whilst another member of staff moved to another Cartrefi Cymru service. Within that time period, 1 member of staff had been recruited.
- 2.6.2 Due to the tenant at the Caerphilly property liking consistency, agency workers

are not used.

2.6.3 An on-call system is used and operates between Service Managers and Area Service Managers. Pagers are used and calls are to be responded to in twenty minutes, should this not happen, staff are permitted to contact the Duty Service Managers mobile.

2.6.4 Whilst viewing two staff files, one was observed as not having much information. When discussing this with the Service Manager, the Monitoring Officer was advised that the paperwork was held by the central Human Resources Team.

2.6.5 The second file contained three references, a job description, an interview record, a signed contract of employment, a photograph of the member of staff, a current Disclosure and Barring Service (DBS). The Service Manager advised that training certificates were waiting to be scanned and would then be placed on file.

2.7 Complaints and Compliments

2.7.1 A complaints guide is provided to all tenants and should a tenant wish to complain, appropriate support would be offered. At the time of the visit, there had been no complaints received from the current tenant and/or representative.

2.7.2 Should a complaint be received, the Service Manager would discuss with the team or if more appropriate on a 1:1 basis, depending on the detail and sensitivity of the issue raised.

2.8 Quality Assurance

2.8.1 The Area Manager and the Service Manager undertake a monthly report, which covers Personal Outcomes, Support Hours, Recruitment, Safeguarding, Health and Safety (Accidents and Incidents), Health Care, Finances, Complaints and Concerns. A scoring system is used to identify the areas in which are excelling and those which require attention.

2.8.2 A quarterly report is also undertaken by both the Area Manager and the Service Manager. This report looks at the tenant's personal file(s), supervision, training, qualifications in line with the Social Care Wales registration, house meetings (including team meetings), vehicles. Again a scoring system is used and comments are included with regard to the findings and what action is required.

2.9 General observations

2.9.1 The office operates a paperless system, with paper documentation held securely at the home.

2.9.2 During the home visit, the visiting officer found the property to be very well presented and spotlessly clean. The tenant presented as being happy and was appropriately dressed for the weather.

3 Corrective and Developmental Actions

3.1 Corrective

- 3.1.2 When developing a Personal Plan, the provider must ensure that the individual and/or representative is consulted and that the Plan is signed by appropriate parties involved (RISCA) Reg 15.
- 3.1.3 The personal plan must be reviewed as and when required but at least every three months. (RISCA) Reg 16
- 3.1.4 For staff supervision to be undertaken in a timely manner, no less than quarterly (RISCA) Reg. 36
- 3.1.5 To ensure staff attend training appropriate to the work performed (RISCA) Reg 36

3.2 Developmental

- 3.2.1 There were no developmental actions identified during this monitoring visit.

4 Conclusion

- 4.1 The monitoring officer found the office and property visits to be positive. The individual residing at the property was observed to respond and interact well with the support worker. The home was decorated to a high standard and was found to be warm welcoming.
- 4.2 The individual benefits from a stable management and staff team who provide consistency and good support
- 4.3 Routine monitoring will continue and the monitoring officer would like to thank the staff at Cartrefi Cymru for their time, the information shared and the hospitality shown during the visit.

Author: Caroline Roberts
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Date: 25 September 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.