



Contract and Service Review Report:

Westhill IOW Ltd

Service included under the review:

Westhill IOW Limited - Accommodation - Westhill Road

Review Date: 31st May 2007 & 1st June 2007

Review Officers: Alison Flood and Keily Proctor

This report was presented on: 13th September 2007

4 week Action Plan Review: 12th October 2007 at 11am at Westhill

6 Month Action Plan Review: 6th March 2008 at 10am at Westhill.

Providers are reminded that under the terms of the steady state contract they must achieve and maintain a minimum of level C as assessed against the Quality Assessment Framework. Failure to meet minimum standards will be addressed consistent with the terms and conditions of the contract.

NOTE: This Report only refers to the Support service operated by this organisation it does not report on any aspect of the building itself, any enquiries concerning this should be referred to Isle of Wight Council - Housing Renewal Manager

Part One

1 Introduction

1.1 Westhill IOW Ltd

Westhill is a supported housing scheme funded by Supporting People. The total capacity for Westhill is for 13 people and Supporting People currently funds 12 of those tenants. The client group are those with a learning disability and/or a mental health problem.

Westhill is an independent service, having no affiliation to a charity or a large organisation.

1.2 The Tenants

The tenants in Westhill all have short hold tenancies. It was clear after the tenant interviews that they were very happy with the environment that they live in. There was a big emphasis on Westhill being their “home” and the tenants were given a lot of control over decisions that were made about the house.

1.3 Comments made by tenants included:

“I am really happy here; I’m now more independent as I used to live in a residential home”.

“I am getting on really well; I am hoping to get a job soon.”

1.4 The Staff

There are currently 10 staff that work a range of full and part-time hours. The majority have come from a Social Care background and were all keen to enhance their skills, by expressing an interest in external training. The staff are appointed by a panel which includes all tenants and staff are fully aware that they are employed by the tenants group.

The staff clearly encourages the tenants to become independent and to take responsibility for their own decisions.

To attain a Level C

1.4.1 Urgent Action

Please check that all staff members are fully inducted within 1 month of employment as this was not evidenced in all areas when speaking to staff and viewing files. Staff should not work alone until all elements of the Induction is complete

(Please see Appendix 1 section D)

1.4.1 – Above Action now completed 12/10/07

1.5 Comments made by the staff included:

“I am really enjoying the job”.

“I like to assist and help others and it is rewarding”.

“Seeing people develop is an achievement”.

“I love my job and I am happy with the environment”.

“The service is the best for the tenants, the staff are open and the tenants have a lot of say within the home”.

Please see Appendix 1 for the staff questionnaire results.

2 House Meeting 14th May 2007

Westhill’s tenants kindly agreed to Daron Perkins Team Manager, Learning Disability Team, Social Services, Paul Bakewell Supporting People Manager and Keily Proctor, Supporting People Review officer attending a house meeting.

The meeting took place at Westhill and was attended by the majority of the tenants and various members of staff.

The meeting clearly highlighted how the staff encouraged the residents to take ownership when resolving their own issues.

The tenants were aware of what action needed to be taken in the event of a fire. Weekly fire drills are conducted at Westhill.

Tenants have their own responsibilities in the house and rotas are used to ensure everyone is aware of their responsibilities and when they have to carry tasks out. They were aware of who to contact if they had a problem or issue to discuss.

The tenants aim for independence was demonstrated when their college courses and had jobs were discussed after the meeting.

Overall, the meeting was thorough and dealt with all issues raised with acceptable solutions.

2.1 Action:

Awaiting minutes from the house meeting and the follow up staff meeting as requested at the Review.

2.1. – Action completed 12/10/07

3 Recent Tenant Reviews and Positive Aspects of Intervention and Support

Awaiting reports from Daron Perkins

3 Service Review Officer Comments

The officers found Westhill to be a very open and welcoming service. There was a homely environment and there was mutual respect shown between the tenants and staff.

The officers spoke to both staff and tenants who all had a lot of positive comments to make about the service.

The staff have regular supervision sessions and receive an appraisal incentive with a monetary value.

As an overall observation the review officers found that the service fits within the Supporting People remit for the Island.

Part Two

C1.1 Needs and Risk Assessment

1 Needs Assessment

There is a developed process for needs assessments in place, that seeks to test the individual's abilities and puts in place a regime for promoting personal development in the areas of need that are identified. The Assessment process tests the areas of needs identified and that are recorded on the referral made by the care manager.

1.1 Stakeholder Feedback

The feedback given by stakeholders states that there have been some positive outcomes from the process of referring the tenant through to receiving support.

1.1.1 Stakeholder feedback included:

“Good open dialogue and I feel they deliver exactly what they say they will”

“The support they provide to people with a L/D is very thorough and eventually allows people to live more independently.”

“Positive and Open”

1.2 Tenants Files

The tenant’s files showed that the assessments had been used consistently and were reviewed regularly. Consideration had been shown to recording service user comments.

It was identified that more than one member of staff carried out initial Needs Assessments, which were undertaken at management level.

1.3 Training

Training needs to include an Assessment and Review element. After speaking to staff it was evident that some members of staff were not clear on why needs assessments were conducted and how they link to the support plans.

To attain a Level C

1.3. Urgent Action:

Westhill needs to ensure that all co-workers receive a refresher course in the Assessment and Review process. A recommendation would be to run through the process with all staff in a team meeting, to ensure complete understanding through out the team.

1.3 - Action Completed 12/10/07

1.4 Overall Needs Assessment Process

The process is quite lengthy and complicated and consideration could be given to amending, it to incorporate the Support Needs Assessment with the Basic Skills Assessment to reduce the number of forms applied.

1.4.1 Recommendations:

To help to develop a process that would reduce the amount of forms that are being utilised, while extracting best practice from other providers. It is recommended that staff from Westhill become actively involved in the workshops that will look at the scope for developing a standardised Provider Service Support Plan based on the Outcomes Framework. The follow up workshop from the first meeting is due to take place in September, the date is yet to be confirmed.

To attain a Level C

1.4.2 Urgent Action:

A statement should be included when the initial assessment is conducted that tenants can request copies of their assessments and reviews at anytime and a declaration (in the form of a signature box) should be included to show that tenants have been offered a copy, as stated at the review.

1.4.2 – Action Completed 06/03/08

2 Risk Assessments

Risk assessments are carried out when a tenant joins Westhill, these are reviewed continuously and recorded in tenants files and are reviewed formally every six months.

The types of risk assessments conducted are:

- Individual Risk Assessments
- Risk Assessment for lockable safe (medication/money)
- Kitchen Risk Assessment
- Property Risk Assessment

To attain Level B

2.1 Action

To include probability, showing a scoring system for risk occurring would be beneficial on the **individuals** assessments as is currently used on the property assessment.

2.1 – Action Completed 06/03/08

C1.2 Support Planning

3 Support Planning

Westhill demonstrated interagency liaison is conducted closely with care managers, day services, employers and other council departments.

When considering the Support Outcomes template that was populated for various tenants, it was apparent that clear links were seen between the assessment of need and their support plans.

3.1 The Brochure

The existing brochure is a general brochure for Westhill; the front sections include quotes from the tenants, stating their views of Westhill. The tenant is guided through the brochure by the care manager before they move into Westhill.

3.1.1 Recommendations:

A contingency plan should be developed to acquire this brochure in Makaton or easy read formats, in case this request is made.

3.1.1 Recommendation completed 06/03/08

3.1.2 Recommendation:

The brochure should carry a version date and be subject to regular review.

3.1.2 Recommendation completed 06/03/08

3.2 Tenancy Agreement

Tenant's rights and responsibilities and house rules are included in the tenant's agreement and the tenants usually have input to the rules that everyone has to adhere to.

3.3 Support Plan Templates

The process is quite lengthy as four forms are currently used to report daily/weekly support activities that are undertaken. It was felt that recording the support was over complicated. Even though the objective has been obtained for a level C, this process could be simplified, resulting in the staff completing less paperwork and therefore acquiring more time to provide the support.

3.3.1 Recommendation:

As for 1.4.1.

3.3.2 Action:

The Supporting People Team will intend to review this in September 2007.

C1.3 Health & Safety

4. Health and Safety

Westhill protects the health and security of the staff and tenants using the General Health and Safety Policy (November 2005). The Health and Safety Policy is covered when inducting new staff members and is continuously reviewed when conducting weekly inspections, by a member of staff who is accompanied by a tenant. This is recorded adequately in the Health and Safety book that logs issues and records actions.

Various tests are carried out by professional engineers (Fire Brigade, Wightfire, Island Fire etc). Emergency drills are conducted regularly which all tenants were fully aware of.

4.1 General Health and Safety Document

The General Health and Safety Document provides a straightforward explanation for staff of their responsibilities for a number of topics. However, there are various extra elements that would be beneficial.

4.1.1 Recommendation:

It is recommended that the Health and Safety Policy is updated to include:

- Contractors – to include definition of delegated responsibility, responsibility for liability while on site, etc (see example E provided)
- Pregnant Workers – and the approach adopted by the service (see example E provided)
- First Aid – to document location of boxes, responsibility for maintaining these, trained first-aiders, where lists of first-aiders can be referred to
- Protective Clothing – the provision and use of protective clothing.
- Security of Premises – ethos and approach taken, responsibilities, actions in the event of a breach of security.
- Smoking – to comply with new legislation

4.1.1 Recommendation completed 13/10/07

4.2 General Health and Safety Statement

4.2.1 Urgent Action

This was requested on the review day, however it is still outstanding.

4.2.1 Action Completed – 12/10/07

4.3 Legislation Governing Health and Safety

There was a limited understanding of COSHH and RIDDOR, therefore guidance has been attached to this report. Please see Appendix C and D.

To be contract compliant

4.3.1 Urgent Action:

The above information needs to be read and cascaded down to the team. It is recommended that this is done in the form of a team meeting/workshop.

4.3.1. Action completed 12/10/07

4.4 First Aid

The accident book and first aid boxes were all maintained and up to date. It was stated that all staff (with the exception of three new staff) have received First Aid Training, as have some of the tenants.

4.4.1 Recommendation:

That the remaining staff attend a First Aid Training when a course is next available.

4.4.1. Recommendation completed 06/03/08

4.5 Out of Hour's Assistance

Guidance is provided to tenants with an appropriate range of information which does not detract from Westhill being a homely environment.

4.6 Brochure

There is no evidence that a health and safety policy or an appropriate summary is provided to the tenants.

To attain level C

4.6.1 Urgent Action:

This could be added to the brochure or the tenancy agreement.

4.6.1. Action completed 12/10/07

To attain Level B

4.7 Property Risk Assessment

4.7.1 Action:

Property risk assessment scoring sheet was requested on the review day, but is still outstanding.

4.7.1. Action completed 12/10/07

C1.4 Adult Abuse

5.1 Vulnerable Adults – Policy Summary

The protection of Vulnerable Adults – Policy Statement provides some clear guidance in respect of the issue of abuse and a commitment to training. The intended employment of practices in recruitment seeks to minimise the opportunity of recruiting potential abusers.

The policy currently includes all forms of abuse. There is currently no reference in the policy summary that the tenants are safeguarded against abuse in accordance with the Public Interest Disclosure Act 1998 and where appropriate, with the Department of Health guidance “No secrets”.

To attain level C

5.1.1 Urgent Action:

Appropriate reference to the guidance given in The Public Interest Disclosure Act 1998 and where appropriate, with the Department of Health guidance “No secrets”, should be incorporated into the Policy Summary.

Please refer to the Adult Protection Procedural Policy provided (Appendix A).

5.1.2 Urgent Action:

The potential for abuse needs to be included as an element of the risk assessment. This needs to be accompanied by procedures which will minimise the risks that have been identified.

5.1.1 & 5.1.2. Action Completed 12/10/07 – amendment was made as the Multi-Agency Safeguarding Adults superseded the Adult Procedural Policy which was originally provided to Westhill – Westhill are following the current and up to date Policy

5.1.3 Recommendation:

It is recommended that the policy should be reviewed as a whole and amended to include indicators that would raise awareness of potential abuse.

It would be beneficial for briefing staff on abuse issues when they are inducted and for further refresher briefings.

Please find attached Appendix A – which states the indicators for each form of abuse.

5.1.3. Recommendation completed 06/03/08

5.2 Adult Abuse Training

5.2.1 Recommendation:

The staff members that have not yet attended an external Adult Abuse course, Making Connections, which is an Island based organisation offer courses. The phone number is 0845 257 1113.

Please see Appendix 1

5.2.1. Supporting People are facilitating Adult Protection training where a member of staff from Westhill is due to attend

To attain level C

It is a requirement for a level C that a record is maintained of all alleged or suspected incidences of abuse.

5.3 Adult Abuse Log

5.3.3 Urgent Action:

A log should be developed and maintained to record all complaints or concerns about abuse made by either the service user or a member of staff.

The log should be sufficiently detailed and is required to capture:

The detail of what resultant action/s was taken and the timeframe within which they were taken to investigate the complaint or concern.

The detail of the outcome for each investigation and actions taken in response to the findings made.

5.3.3 Action Completed 06/03/08

5.4 Whistle blowing Policy

The whistle blowing policy is part of the Harassment and Bullying Policy and does not refer to concerns relating to issues of abuse as a specific, but is intended to cover concerns that staff have on a more general basis.

It was highlighted after speaking to staff that a greater understanding of the Whistle Blowing policy is required.

To attain level C

5.4.1 Urgent Action:

Please see Appendix B to consider examples of situations where the whistle blowing policy should be used (page 4) and for a comprehensive example of how to raise a concern. Elements of this policy could be adapted and used to develop a separate policy for Westhill. It would also be necessary to include contact details for the various “authorities” that staff will be directed to.

5.4.2 Urgent Action:

Once this policy has been reviewed it is important that it is explained to the staff to enhance understanding and instil confidence in the application of the process.

5.4.1. & 5.4.2 both actions completed – 12/10/07

5.5 Boundaries / Professional Relationships

The issues of professional relationships with tenants and dealing with money and gifts are covered by a number of different documents including Code of Conduct, Gifts/Bequests and Receiving Gifts and Monies, Properties and Valuables.

To be contract compliant

5.5.1 Urgent Action:

A signed declaration is required to show staff commitment to the areas in these documents. This could either be incorporated as part as the Contract of Employment or as a separate document.

5.5.1 Action Completed 12/10/07

C1.5 Diversity

6.1 Equal Opportunities Policy

The current E.O.Ps focussed towards the approach applied in the recruitment of staff and there is a further document that states that no discriminatory practice would be applied in this process.

However, the policy deals almost exclusively with the approach required towards staff recruitment and employment.

To attain level C

6.1.1 Urgent Action:

The E.O.Ps needs to be reviewed and broadened to incorporate how tenants are treated. This should then be cascaded to the staff and tenants.

6.1.1 Action Completed 12/10/07

6.2 Anti-Discriminatory Practice (ADP)

There is a written policy covering anti-discriminatory practice and harassment which applies to staff and tenants.

6.3 The Brochure

There is a section in the brochure that defines: the process for referral, the criteria that must be met for a client to be considered for admission and the admissions procedure. This is worded in an easy to understand language.

6.4 Recruitment and Selection

A comprehensive process is in place for the recruitment of staff. The process for interview is a two stage process with the latter half involving the active participation of the tenants.

There would appear to be a commitment to providing a level of support and development to staff, particularly working towards obtaining NVQ qualifications. However it became apparent when talking to staff that reading through policies and procedures as a method of learning them, was not working for all members of staff.

6.4.1 Recommendations:

It would be advisable to re-visit the policies either as a group at team meetings or in the form of a refresher workshop.

6.4.1. Recommendation completed 12/10/07

6.5 Cultural and Religious Resources

It was highlighted at the review that in the past staff members made provision to cater for tenants with different religious beliefs. This includes catering for varying dietary needs.

6.5.1 Urgent Action

A folder should be made available for the tenants in a communal area that includes information about cultural and religious resources that are available in the locality. Please see Example F

6.5.1. Action completed 12/10/07

6.6 Eligibility Criteria

Whilst there was a very comprehensive range of criteria identified and covered by the various documents provided to SP Team, it became aware after looking client files, some of the care tasks were included on the Housing Related support element of the support plan. These need to be kept as two separate elements.

6.6.1 Recommendation

Ensure that Housing Related Support tasks are separated from the Care tasks. This is information should then be cascaded down to staff members. For information regarding the Eligible Supporting People tasks please refer to your contract.

6.6.1. Recommendation completed 12/10/07

C1.6 Complaints

7 Complaints Policy and Procedure

There is not a formalised document for the Complaints Policy and Procedure however there is a complaints log.

To attain a level C

7.1 Urgent Action:

The log needs to be broadened to include a breakdown of the outcomes together with all appropriate actions taken with a response time.

A standard letter should also be devised in order to provide feedback to the complainant stating timescales.

There needs to be a clearer definition to the process employed including who to complain to in the first instance, what Westhill will do and the complaint will be carried forward including timescales. The policy will need to include a version date, version number and review date.

The process also needs to include guidance that states the complainant has the right to have a friend, advocate, family or professional with them when making a formal complaint or where any interview or meeting is held to discuss it.

7.1. Action Completed 12/10/07

7.1.1 Recommendation:

As part of the statement in the brochure reference could be made to the Supporting People Complaints Leaflet, which clearly outlines to a complainant what action, needs be to taken.

7.1.1 Recommendation completed 06/03/08

Quality Assessment Framework	Self Assessment	Site Visit Grading	Current Grading 22 Nov 07	6 month Action Plan Grading 06/03/08
C1.1 Needs and Risk Assessment	C	D*	C	C
C1.2 Support Planning	C	C	C	C
C1.3 Health and Safety	A	D*	C	B
C1.4 Adult Abuse	A	D*	C	C
C1.5 Diversity	B	D*	C	C
C1.6 Complaints	B	D*	C	C

* Subject to a six month follow up visit to ensure new proposals have been utilised

Westhill will submit a QAF self assessment in 12 months time, if graded higher SP Team will validate again.

Part Three –

Review Officer
Alison Flood

Review Officer
Keily Proctor

Date.....

Authorised by

Manager.....
Paul Bakewell
Date.....