

Key inspection report

Adult placement schemes

Name:	Ategi Shared Lives Scheme
Address:	Ategi Shared Lives Scheme 8 Dashwood Avenue High Wycombe Buckinghamshire HP12 3DN

The quality rating for this adult placement scheme is: two star good service

A quality rating is our assessment of how well a scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this full review a 'key' inspection.

Lead inspector:	Date:
Chris Schwarz	1 9 0 1 2 0 1 0

This is a review of quality of outcomes that people experience in this scheme. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the scheme:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example Underlying principles of adult placement)

These are the outcomes that people using adult placement schemes should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people using this adult placement scheme experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Adult Placement Schemes can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

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- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Information about the scheme

Name of scheme:	Ategi Shared Lives Scheme
Address:	Ategi Shared Lives Scheme 8 Dashwood Avenue High Wycombe Buckinghamshire HP12 3DN
Telephone number:	
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Ategi Shared Lives Scheme								
Name of registered manager (if applicable)									
Conditions of registration:									
Date of last inspection									
Brief description of the scheme	Ategi Shared Lives Scheme is a new service located in High Wycombe. It provides long and short term placements to adults with a range of needs, such as people with learning disabilities, mental health problems, older people and people who have suffered brain injury. People were being referred to the scheme via the local authority. One person was placed with carers at the time of this visit and there were five other approved carers ready to take service users.								

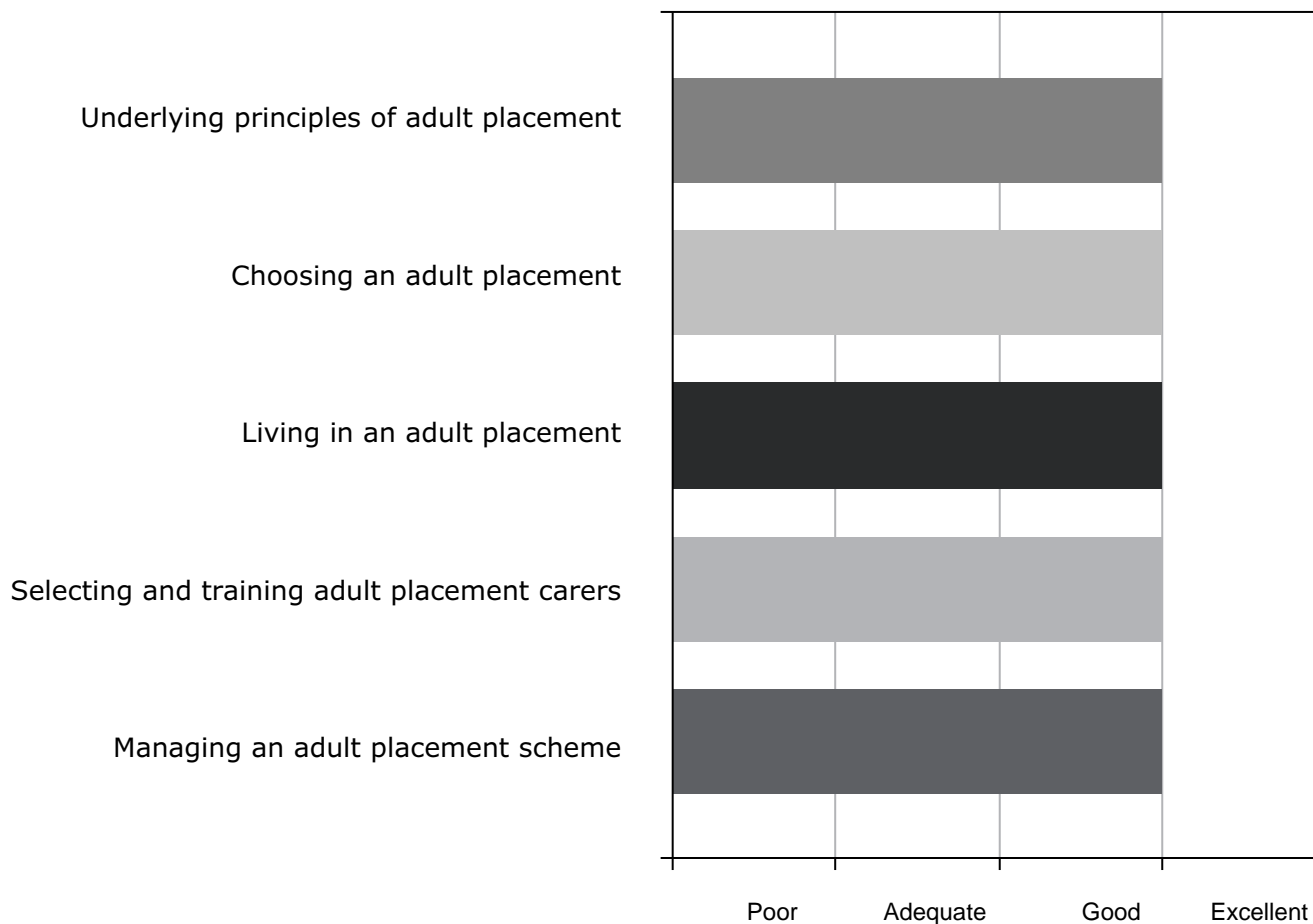
Summary

This is an overview of what we found during the inspection.

The quality rating for this scheme is:

two star good service

Our judgement for each outcome:



How we did our inspection:

This was the service's first inspection since registration. It included a visit to the offices in High Wycombe to meet with the co-ordinator and look at records. Prior to the visit, a detailed self-assessment questionnaire, the Annual Quality Assurance Assessment, was sent to the service for completion. It was returned in good time and provided us with details and statistical information to help plan and assess quality of care at the service. Telephone conversations were made to three carers and one service user after the visit, to seek their views on how the service is operating.

Feedback on the inspection findings and areas needing improvement was given to the co-ordinator of the service at the end of the inspection.

What the scheme does well:

The scheme ensures that the adult placement carer helps service users to live an ordinary life in their community, to share in family life and to stay well and safe through the use of key adult placement scheme documents and processes.

Service users are offered a placement only after someone suitably trained has carried out a full assessment of need. The matching and introduction processes ensure that the placement will suit the service user and that the adult placement carer will be able to meet the service user's identified needs.

Service users are supported to live in the way they wish and to make choices about how they spend their day. Service users are involved in planning and reviewing all aspects of their personal care and daily living. Systems in place support and monitor adult placement carers.

The recruitment and selection processes are designed to protect service users and ensure that the right people are approved as carers. Prospective carers are offered a thorough induction process and training to effectively meet needs.

Systems are in place to ensure that the service is effectively managed and monitored and meets the needs of people using it.

What has improved since the last inspection?

Not applicable.

What they could do better:

The service needs to keep records of returned Criminal Records Bureau checks at the High Wycombe office to be able to demonstrate that full and satisfactory recruitment checks have been undertaken of carers.

Risk assessments need to be written and retained on care plan files where it is indicated that they are required.

Documents such as the service users' guide, statement of purpose and complaints procedure need to have the correct contact details of the Care Quality Commission and the previous manager's name removed, when next reviewed.

Advice has been given to obtain a copy of the local authority inter agency safeguarding guidelines, as a reference.

If you want to know what action the person responsible for this scheme is taking following this report, you can contact them using the details on page 4.

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line 0870 240 7535.

Details of our findings

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- Choosing an adult placement (standards 2 and 3)
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- Selecting and training adult placement carers (standard 8)
- Managing an adult placement scheme (standards 9 and 10)
- Outstanding statutory requirements
- Requirements and recommendations from this inspection

Underlying principles of adult placement

These are the outcomes that people using adult placement schemes should experience. They reflect the things that people have said are important to them:

People are able to live an ordinary life in their community and to share in the family life of their carer. They keep safe and well as their adult placement scheme has appropriate policies and procedures in place that their carer follows.

This is what people using this adult placement scheme experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The scheme ensures that the adult placement carer helps service users to live an ordinary life in their community, to share in family life and to stay well and safe through the use of key adult placement scheme documents and processes.

Evidence:

Information provided in the Annual Quality Assurance Assessment told us that carers are recruited, assessed and trained to include vulnerable people in their family lifestyles to keep people safe and to encourage them to lead a fulfilled life. Documents seen during the inspection, such as assessment records for prospective carers, the statement of purpose, service users' guide, a care plan for one person placed with a family and the service's policies and procedures supported this ethos.

Feedback from a service user included that she can make decisions about what she does each day and is fully involved in family life where she lives. She identified three people she would speak with if she was not happy and said they would listen to her if she had concerns. One of these people was the co-ordinator at Ategi. She said her carers make sure that she receives any medical care required.

Choosing an adult placement

These are the outcomes that people using adult placement schemes should experience. They reflect the things that people have said are important to them:

People are confident that the adult placement scheme can meet their needs. This is because there is an accurate assessment of their needs, which they, or people close to them, have been involved in. This tells the scheme all about them, what they hope for, want to achieve and the support they need. People know that the individual placement they choose will meet their needs. This is because they have been given full, clear and accurate information by the scheme and have had an opportunity to visit and be matched with the adult placement carer beforehand to see what it would be like.

This is what people using this adult placement scheme experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Service users are offered a placement only after someone suitably trained has carried out a full assessment of need. The matching and introduction processes ensure that the placement will suit the service user and that the adult placement carer will be able to meet the service user's identified needs.

Evidence:

Information in the Annual Quality Assurance Assessment told us that the service had clear information for prospective service users and that there was a clear referral process in place. We were advised that the service would work individually with each person being referred to them.

During the visit to the service we saw that a service users' guide was in place to provide prospective users with a good range of information about what they could expect from a placement. This included choosing carers, practical considerations like money, having your own room, being able to take your own things with you, access to your family and friends and what to do if you are not happy. The service aims to provide placements for adults with learning disabilities, mental health difficulties, brain injury, those who are substance misusers and older people, for long and short term placements, day time support, rehabilitation and intermediate care support and supporting people in their own homes. A statement of purpose was also in place for

Evidence:

the service and covered similar areas including terms and conditions, the complaints procedure and insurance arrangements. Both documents needed updating to reflect current contact details of the Care Quality Commission and to remove details of the previous manager.

Policies and procedures were in place for the referral and matching process. Referrals were being received from the local authority and it was possible to see the range of information that had been gathered for the one person placed by the service. This provided a comprehensive outline of the person's needs and circumstances. A referral for a prospective user also provided a good range of information such as name, date of birth, type of arrangement required, next of kin details, reason for referral, other people involved in the person's care, whether they needed support in managing medication, special interests and hobbies, where in the county they would like to live, the type of carer they would like, personal care needs and religious and cultural needs. Procedures in place supported offering prospective users opportunity to visit the carer's home, stay overnight, meet family members and ask questions about what it would be like to live with them.

A service user said she had been involved in the decision to live with her carers and was happy there. Her carers said Ategi spent time getting to know the whole family and the service user and there had been several reviews to make sure the placement was working well. Other carers said the matching process had been explained as part of the assessment process, was clear and they were confident that their views about whether they could meet the person's needs would be taken into account.

Living in an adult placement

These are the outcomes that people using adult placement schemes should experience. They reflect the things that people have said are important to them:

People are able to live the kind of life they choose. This is because both the adult placement scheme and adult placement carers promote their dignity, rights and choices and support them to be independent. Each person is treated as an individual and the adult placement scheme and carers are responsive to race, culture, religion, age, disability, gender and sexual orientation. People know that their health, personal and social care needs will be met. This is because they have agreed a suitable plan of support and placement agreement with the adult placement scheme. People are confident that any changing needs they may have will be met as their adult placement scheme regularly reviews and monitors the support they get from their carers and supports the work they do.

This is what people using this adult placement scheme experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Service users are supported to live in the way they wish and to make choices about how they spend their day. Service users are involved in planning and reviewing all aspects of their personal care and daily living. Systems in place support and monitor adult placement carers.

Evidence:

We were advised in the Annual Quality Assurance Assessment that the service ensures that new carers understand the requirements of their role and that there are clear agreements in place outlining the responsibilities of all parties.

A care plan was in place for the one user of the service. This included name, preferred form of address, date of birth, first language, next of kin details, emergency contacts, contact between family and friends and any support needed from the carer to help the service user keep in contact with these people. Religious and cultural needs were noted and any support they needed with eating and drinking, communicating and advocacy, help in managing their money, post, keys and using the telephone. Information was also recorded on health care needs and managing personal care and

Evidence:

whether support was needed with household tasks. Other sections covered areas such as holidays and short breaks, plans for the future and getting upset and angry. There were policies and procedures to support carers in aspects of daily life such as managing service users' money and handling medication.

A signed agreement was in place for the placement and seen on the service users' file. It had been countersigned by a care manager from the local authority. Where long term placements are arranged, carers have 28 days built in to take a break. The co-ordinator advised that during these breaks service users could consider a range of options such as staying with family, going on holiday or a short term placement to cover the period.

Records were being kept of contact between the service and carers and the one service user. Agreements between the service and carers made clear that their approval was for an initial two years with a review after the first year. The co-ordinator said that after people are initially placed there would be weekly reviews for the first month, than a pattern of typically monthly reviews and then every six months. The service had considered the need for carers to get together to share ideas and gain support and had set up a meeting for the beginning of March for them to attend.

A carer said she was 'very impressed' with the service and felt staff were 'genuinely caring'. She said the co-ordinator always returned calls and was there for help and advice when needed and took an interest in how the service user was and what they were doing. The carer described how the family are supporting the person with independent living skills such as ordering food in a restaurant. A service user was asked what was best about where she lived and she said 'all of it'. She was asked if there was anything that could be improved and said there was nothing.

Selecting and training adult placement carers

These are the outcomes that people using adult placement schemes should experience. They reflect the things that people have said are important to them:

People have confidence in their carers because they have been properly approved and the right checks have been done to make sure they are suitable. They know their carers will meet their needs and support them because the carers have the knowledge and skills and have received the right training.

This is what people using this adult placement scheme experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The recruitment and selection processes are designed to protect service users and ensure that the right people are approved as carers. Prospective carers are offered a thorough induction process and training to effectively meet needs.

Evidence:

We were advised in the Annual Quality Assurance Assessment that the service ensures that applicants are thoroughly assessed, checked and trained to provide support to the people matched with them. We were told that in the absence of service users an advocacy service had been involved in recruitment. Statistical information showed that there were three carers recruited by the service at the time the form was completed and that satisfactory recruitment checks had been carried out on them. It was confirmed in the AQAA that carers receive foundation and induction training set out in the National Minimum Standards. It was also confirmed that there is an approval panel in place.

During the visit we saw that a carer handbook was in place covering areas such as a glossary of terms, the scheme's objectives with useful questions and answers, confidentiality guidelines, emergency procedures, accident reporting, the complaints procedure, support in managing service users' money, tax and allowances, insurance cover, consent and medication.

The recruitment files of three carers were looked at. These all contained a detailed application form, a range of personal, professional and medical references to confirm

Evidence:

suitability, a photograph of the carers, records of pre-assessment meetings, a signed confidentially agreement and a letter to confirm their approval. There was a note on each file to advise that Criminal Records Bureau clearance had been received but no evidence held at the office; the co-ordinator advised the certificates are returned to offices in Wales where they are retained. A requirement is made for evidence of satisfactory Criminal Records Bureau clearance to be available at the High Wycombe office. This is to demonstrate that the full range of required checks have been carried out and are satisfactory, to protect vulnerable adults. The service was setting up a local approval panel and was including carer and local authority representatives. It had been using its approval panel in Wales for the carers currently recruited by the High Wycombe service.

The application form used by the service contains a detailed assessment of prospective carers' abilities and qualities in line with guidance. It covered areas such as understanding and challenging prejudice, discrimination and oppression, building positive relationships with other people and keeping clear and accurate records. Records of visits and assessment of carers showed that they received input on handling medication, assessing risks, safeguarding, roles and responsibilities, values and attitudes and the adult placement National Minimum Standards. Links were being made with training resources locally to provide on going training to carers.

Carers said the recruitment process had been very thorough, one said there had been 6-8 home visits to look at the accommodation, facilities and meet family members, another said 10-12 hours of visits. One said the process took into account their backgrounds, interests and who they felt they could provide support to. Carers confirmed that references were taken up and Criminal Records Bureau checks undertaken. They said an induction had been undertaken and they were clear of what was expected of them as a carer. One was waiting for training to be arranged on food handling, moving and handling and first aid.

Managing an adult placement scheme

These are the outcomes that people using adult placement schemes should experience. They reflect the things that people have said are important to them:

People have confidence in the adult placement scheme because it is run and managed by people who know how to provide appropriate support. People are safe in their placement. The adult placement scheme makes sure there are the right policies and procedures to keep people safe, and takes action to follow up any allegations. These policies and procedures are put into practice, reviewed and updated.

This is what people using this adult placement scheme experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Systems are in place to ensure that the service is effectively managed and monitored and meets the needs of people using it.

Evidence:

We were advised in the Annual Quality Assurance Assessment that the registered responsible individual, who is also applying to become registered as manager, is experienced in adult placement provision and manages similar schemes in Wales. This was confirmed as part of the service's initial registration with us.

The co-ordinator of the High Wycombe service confirmed that the responsible individual has regular contact with her and visits twice a week. These visits include supervision of the co-ordinator and accompanying on initial and complex visits. At the time of this visit, there was just the co-ordinator working at the High Wycombe office. Administrative and adult placement staff were to be recruited in line with the service expanding. The service is being funded by the local authority for the first year of operation with the aim of it being self funding by year three.

Policies and procedures were available at the office covering all required areas of practice. Those that were looked at were satisfactory. Policies reflected that, where able, people would be supported to manage their own money, medication and other aspects of daily living.

Evidence:

An adult protection/safeguarding procedure was in place to protect vulnerable adults from the risk of abuse. The office did not have a copy of the local authority inter agency safeguarding guidelines and advice was given to obtain a copy of these, as a reference.

Some sections of the care plan that was read identified that risk assessments were in place, although there were no copies of these on the file and the co-ordinator was not certain that they had been written. A requirement is made for risk assessments to be prepared and retained on people's care plan files where the need for a risk assessment has been identified. Carers were made aware of the need to report accidents involving service users in the carers' handbook.

Carer recruitment files showed that they had been made aware of the need to keep sensitive information confidential and had signed statements to agree to this. Information on making complaints was contained in the service users' guide and statement of purpose as well as in the policies and procedures folder.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Adult Placement Schemes Regulations 2004 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this adult placement scheme. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Adult Placement Schemes Regulations 2004 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action
1	8	16	<p>Evidence of satisfactory Criminal Records Bureau clearance is to be made available at the High Wycombe office.</p> <p>This is to demonstrate that the full range of required checks have been carried out and are satisfactory.</p>	01/03/2010
2	10	21	<p>Risk assessments are to be prepared and retained on people's care plan files where the need for a risk assessment has been identified.</p> <p>This is to ensure that identified risks are safely managed.</p>	01/03/2010

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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