

# **Care and Social Services Inspectorate Wales**

**Care Standards Act 2000**

**Inspection report  
Adult placement schemes**

**ategi Shared Lives Scheme**

Unit B8  
Garth Works  
Taffs Well  
CF15 7YF

**Date of publication: 14 February 2011**

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**Care and Social Services Inspectorate Wales**

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Name of scheme:	ategi Shared Lives Scheme
Contact telephone number:	02920 813 434
Registered provider:	ategi Limited
Registered manager:	Lisa Burnett
Number of settings:	56
Category:	Adult Placement Scheme
Dates of this inspection:	29 November 2010
Dates of other relevant contact since last report:	29 July 2010 – Registration of manager
Date of previous report publication:	13 December 2009
Inspected by:	Elaine Williams
Lay assessor:	

## Guidelines on inspection

### Introduction

This report has been compiled following an inspection of the scheme undertaken by the Care and Social Services Inspectorate Wales (CSSIW) under the provisions of the Care Standards Act 2000 and associated Regulations.

The primary focus of the report is to comment on the quality of care experienced by service users through the scheme.

The report contains information on the process of inspection and records its outcomes. The report is divided into 7 distinct parts reflecting the broad areas of the National Minimum Standards. An overall conclusion of the schemes compliance with Adult Placement Schemes (Wales) Regulations 2004 is recorded.

The annual pattern of inspections consist of a minimum of one announced inspection - for which prior information on staffing and other essential information is obtained from the scheme. Visits are also made to investigate complaints. Inspection enables the CSSIW to satisfy itself that continued registration is justified. It ensures compliance with:

Care Standards Act 2000 and associated Regulations, whilst taking into account the National Minimum Standards  
The Agency's own statement of purpose

Over the 12-month period inspectors will:

- spend time with service users and seek to engage them in conversation, in private as necessary
- seek views of adult placement carers
- talk to the manager and staff
- satisfy themselves that all records are being properly maintained

Readers must be aware that the report is intended to reflect the findings of the inspector on specific inspection visit(s). Readers should not conclude that the circumstances of the service will be the same at all times; sometimes services improve and conversely sometimes they deteriorate. The National Minimum Standards are also very detailed and some are technical in nature and the CSSIW does not look in depth at all aspects of these standards on each visit.

The report clearly indicates the requirements that have been made by CSSIW. This may include conditions made by CSSIW at registration which have now been met, conditions which remain outstanding and any new requirements from this recent inspection.

If you have concerns about anything arising from the Inspector's findings, you may wish to discuss these with the CSSIW or with the registered person.

The Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. The report is a public document and will be available on the National Assembly web site: [www.wales.gov.uk/CSSIW](http://www.wales.gov.uk/CSSIW)

## Overall view of this inspection cycle

The inspection cycle commenced on 15 September 2010 when self assessment documentation was sent to the provider. The completed document was returned to CSSIW within the required timescale.

Analysis of the self assessment documentation and policies and procedures submitted by the registered manager, plus consultation with the most recent inspection reports and information held in relation to the home by CSSIW, led the inspector to plan a low intensity inspection.

An unannounced inspection of ategi Shared Lives Scheme office premises was undertaken on 29 November 2010 between the hours of 11 am and 3.45 pm.

The following in methodology was used:

- Evaluation of self assessment documentation, policies and procedures submitted by the provider

- Evaluation of quality assurance feedback and reports provided by the service

- One unannounced inspection of the agency premises and detailed discussions with three staff members, the registered manager and responsible individual

- Detailed examination of 2 service users' records

- Detailed examination of 2 shared lives carers' records

- Detailed examination of 1 staff file, including recruitment, supervision and training records

- Analysis of questionnaires returned from:

- o service users (4 out of 10 questionnaires returned),
- o shared lives carers (3 out of 10 questionnaires returned)
- o visiting professionals (1 out of 7 questionnaires returned)

The inspector would like to thank all those who contributed to this inspection.

**Choice of placement**

**Inspector's findings:**

ategi Shared Lives Scheme publish a statement of purpose and scheme guide which explains the service that they can offer to potential carers and service users. These were written in clear accessible language and had been reviewed since the last inspection to ensure the information contained was up to date. ategi Shared Lives have recently produced a DVD also outlining what can be expected from the service.

Service users are referred to ategi Shared Lives Scheme through social services departments. Placements can be arranged on a long term or short term respite basis. Two service user files demonstrated that a thorough needs assessment had been completed prior to being matched to a placement carer. These assessments had been incorporated into adult plans which had been reviewed on a regular basis with service users, shared lives carer and ategi Shared Lives coordinator.

All potential service users have opportunity for a trial visit to the placement, the minimum of which consists of one 'afternoon tea' and one overnight stay.

ategi Shared Lives demonstrated that an intensive assessment of potential placement carers is undertaken. This includes interviews conducted during several home visits by a coordinator, a visit from two service user representatives and approval by a panel. Care is taken to ensure that carers and service users are well matched.

Four questionnaires completed by service users indicated that they were satisfied with the information given to them about the scheme and had been involved in developing the plans for their care.

**Requirements made since the last inspection report which have been met:**

Action required	When completed	Regulation number

**Requirements which remain outstanding:**

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

**New requirements from this inspection:**

Action required	Timescale for completion	Regulation number

**Good practice recommendations:**

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**Individual needs and choices**

**Inspector’s findings:**

The two service user files examined demonstrated that service users are fully involved with developing their adult plan and its review. All service users and their shared lives carers are visited by their ategi Shared Lives coordinator on a monthly basis to ensure that the placement continues to obtain the best outcomes for service users and that carers are supported in their role.

It was evident from records that service users are enabled to participate in the planning and review process to ensure that their individual needs and choices are known.

All documents were in accessible language, with individual letters from ategi Shared Lives staff signed with a name and a photograph to aid identification.

All ategi Shared Lives carers receive training in promoting values and diversity. In addition carers are required to sign a confidentiality agreement to ensure service users’ personal details are protected.

Responses in questionnaires received from service users included:  
 “(Service user) is very very happy living with her SLS family and the SLS support she receives”  
 “(Service user) is happy with everything!”

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**Lifestyle**

**Inspector’s findings:**

Adult plans completed with service users were found to address personal care, health and domestic needs. Also included were lifestyle issues such as religion and culture, activities and hobbies and personal aims and goals. Contact sheets completed by the ategi Shared Lives coordinator demonstrated progress made in each area. Reviews take place on a six monthly basis, or more often if the need arises, to ensure needs assessments contain current information.

Questionnaires received from three placement carers indicated that they were aware of the service user’s individual routines, hobbies, interests and family links through information given by the commissioning authority, by ategi in adult plans and assessments and from consultation with the service user and their family.

Files examined demonstrated that service users were encouraged to access work, leisure and training / education opportunities. Dietary needs were included in initial and ongoing assessments and placements are matched to carers with an understanding of that need. All carers receive training in basic food hygiene and the manager reported that good links have been established with dietician and speech and language services around individual dietary needs.

Ategi Shared Lives maintain an emphasis on service users being able to live ordinary lives. This includes assisting with household tasks and laundry if possible.

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**Personal support**

**Inspector's findings:**

ategi Shared Lives carers are trained in safe moving and handling practices, using physical aids and safe administration of medication. They are also offered condition specific training in line with individual service user need. Carers maintain a diary of medical appointments for each service user.

Allergies were clearly noted on service user health records in addition to contact details for all professionals involved in service users' care. The manager stated that ategi have established links with community occupational therapists to ensure that appropriate aids and adaptations are available to service users.

Adult plans clearly outlined personal care tasks where assistance or support was required and historic recordings (current recordings are held at the placement premises) of personal care provision were written in a dignified and respectful manner.

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**Role and conduct of adult placement carers**

**Inspector’s findings:**

Potential Shared Lives carers are assessed over a series of meetings with a Shared Lives coordinator. Once the assessment has been completed, all documentation is considered by a panel to ensure sound decisions are made. All placements are reviewed by the panel every two years. Appropriate checks were found to be in place on the two carer files examined including the required references, statement of medical fitness and an enhanced criminal records bureau disclosure. Carers are given a handbook upon approval which includes the service’s policies and procedures. All carers sign an agreement both with ategi Shared Lives confirming their understanding of their roles and responsibilities, and with the service user in terms of care provision.

Carers are able to access respite services which is provided and arranged by ategi.

Carers are required to attend mandatory training in core areas such as first aid, manual handling, food hygiene and health and safety. In addition ategi Shared Lives run a Values and Attitudes course designed to raise issues around respect and dignity.

The Scheme has introduced a Knowledge and Skills grid which outline 25 competencies associated with care and support of service users. Each competency is ‘signed off’ by a Shared Lives Coordinator each time the carer is observed demonstrating the area. This is also used as a personal development plan for carers.

Shared Lives carers are not required to hold a specific qualification in line with their caring role. However, the responsible persons informed the inspector that they would support carers to undertake a national vocational qualification if they wished.

Carers are supported by ategi through monthly meetings with Coordinators. In addition update events are held in a local hotel at least twice a year. Both service users and carers are invited to these events.

At the time of inspection, ategi Shared Lives Scheme was supporting approximately 56 carers. Three questionnaires completed by carers included the following comments:

“ategi give us fantastic support and are always available for any unforeseen problems that may arise”

“regular meeting identify responsibilities and action required”

“As a family we love the ategi Scheme and the support and encouragement we receive”

A questionnaire completed by a professional contracting a placement indicated that carers were able to access a wide variety of training and they viewed the placement they had contracted as working well.

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**Good practice recommendations:**

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**Concerns, complaints & protection**

**Inspector’s findings:**

ategi Shared Lives Scheme has a complaints procedure available in an easy to read leaflet format. This is given to all new carers and service users. The timescales for dealing with a complaint under ‘local resolution’ set at 14 days under amended regulations had not been incorporated into the policy. This was brought to the attention of the responsible persons’ for immediate rectification.

All ategi Shared Lives carers and staff employed within the service are trained in the protection of vulnerable adults from abuse (PoVA). ategi Shared Lives has been involved with one PoVA investigation since the last inspection. However, this was as a matter of protocol as the alleged incident had occurred whilst the service user attended another service. The responsible persons correctly informed CSSIW of the concern and acted appropriately in this matter.

The manager assured the inspector that all carers and staff undertake an enhanced criminal records bureau disclosure prior to working with the scheme. This was verified by the inspector in relation to the two most recently recruited carers.

Responses in questionnaires received from service users included:

“I feel that everything that needs to be done is done correctly to help both parties”  
 “Both of us (service user and carer) are very happy with the Shared Lives Scheme. If there are any problems I would be first to voice my opinion”.

A professional contracting with the scheme relayed in a CSSIW questionnaire that they felt ategi Shared Lives Coordinators support carers and always worked in a professional manner, attended reviews and monitored placement appropriately. Although this professional had not had cause to complain to ategi they stated that “in light of my previous experience of ategi I have no concern that (complaints) would be managed well”. They also stated “they respond quickly to issues”.

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<b>Good practice recommendations:</b>

**Environment**

**Inspector’s findings:**

**Placement Environment**

Due to the low intensity nature of this inspection, no carers or service users were visited in their homes. Views from service users and carers were sought in the form of questionnaire which would be completed anonymously. Records examined at the office premises demonstrated that full assessments of the carers’ home environment had been completed as part of the approval and matching processes. The premises and, in particular the room available for the service user is assessed by ategi Shared Lives Coordinator, two service user panel representatives and the prospective service user prior to acceptance. Contracts were signed between the carer and service user outlining provision within the home.

**Office Environment**

ategi Shared Lives Scheme operate from a large office premises situated just outside the village of Taff’s Well on the Cardiff / Rhondda Cynon Taff border. ategi Shared Lives currently share the building with other departments of the ategi charitable organisation. The responsible individual and registered manager, Lisa Burnett works from the same premises as two coordinators, two assistant coordinators and a administrator. The inspector spoke with three members of staff who were extremely positive about their work and their employer. All demonstrated a sound knowledge of care provision, policies and procedures and all held a relevant qualification in care. The recruitment file of the newest member of staff was found to hold all relevant pre employment checks including an enhanced criminal records bureau check being completed prior to commencement in post. An appropriate programme of induction had been followed.

ategi Shared Lives Scheme have developed excellent procedures for ensuring quality care provision. This includes an annual report completed by an external consultancy agency, annual staff appraisals, information collected via service user reviews and respite feedback forms in addition to audits completed by the responsible individual on a six monthly basis.

Records held in the ategi Shared Lives office were found to be up to date, in good order and secured securely.

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**Good practice recommendations:**

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