



Care Inspectorate Wales

Care Standards Act 2000

Inspection Report

Denbighshire Social Services Adult Placement Scheme

Denbigh

Type of Inspection – Full

Dates of inspection – 11 January 2019 & 18 January 2019

Date of publication – 20 February 2019

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Summary

About the service

The adult placement scheme enables people to live within a family environment in the homes of people approved by the scheme to provide the care and support they need. These may be long or short term arrangements.

Denbighshire County Council is the registered provider who have nominated a responsible individual (RI) and a manager who is registered with Social Care Wales (SCW).

What type of inspection was carried out?

This was a full inspection undertaken as part of our inspection schedule. We, Care Inspectorate Wales (CIW), visited the scheme on 11 January 2019 between 09:30 am and 1:30 pm. We gave short notice to check availability. We made prior arrangements to visit one person, and their adult placement carer, at their home on 18 January 2019.

Information for this report was gathered from the following sources:

- We reviewed information held about the service including notifications sent by the manager.
- We reviewed the last inspection report.
- We reviewed regulatory documentation such as: the annual quality assurance report, the statement of purpose and the service user guide.
- We spoke in person with one person using the service, one adult placement carer, one adult placement respite carer, the adult placement scheme officer and the manager.
- By telephone, we spoke with two relatives and two adult placement carers.
- We sent out questionnaires so people using the service, relatives, adult placement carers and professionals involved with the service could share their experience with us.
- We looked at a sample of documents including care documentation for two service users, approval paperwork for three adult placement carers, minutes from various meetings, a range of policies and procedures, membership agreements, matching documents and training documents.

What does the service do well?

The service provides continued, flexible support for people and adult placement carers to ensure placements are successful. People, and adult placement carers, appreciate the support and guidance provided by the scheme.

What has improved since the last inspection?

There was no evidence of any significant improvement in terms of the recommendation made following the previous inspection.

What needs to be done to improve the service?

We have not issued any non-compliance notices as a result of this inspection. However, the following areas require improvement:

- Although a system has been introduced to gain feedback from people using the service and staff, the annual quality of care report requires improvement to ensure it is providing people with clear information about the service provided.
- An action plan should be attached to the report from the RI monitoring visits to outline who is responsible for addressing recommendations, and within what timeframe, to ensure the service's performance is in line with the statement of purpose. The RI should meet with people using the service, and adult placement carers, as part of their visit.
- The service should have processes in place to ensure documentation is being monitored, particularly where people using the service have complex health needs. For example, medication audits.

Quality Of Life

People benefit from living in a family environment where they are valued as individuals. People's well-being is maximised because they receive person centred, meaningful care and support from adult placement carers who view them as family, and know them well.

People are content and happy. We spoke with full time and respite adult placement carers and it was evident from all discussions the people they provided care and support to were part of their family. One adult placement carer commented "*X is our family and is therefore treated like any other member of our family*", another commented "*X is part of our family here, they call me her second mum*". Relatives we spoke with who use the respite element of the scheme also stated their relative viewed the respite carer as family, comments included "*Our relative absolutely loves going for respite and can not get out of the car quick enough, we all have a fabulous relationship*". People we spoke with who live permanently in the homes of their adult placement carer had done so for a considerable amount of time and were very happy. One person commented, "*I love it, I am very happy*". We found from reviewing approval documents that close family members of the adult placement carers had often been approved by the scheme, so they were also able to provide support to the person, and respite care. People we spoke with who this scenario applied to also classed these people as their family, and as the arrangements had been longstanding, they simply viewed it as spending time with their family. People live in an environment where they feel safe, and experience warmth and belonging.

People are encouraged and enabled to make decisions which affect their lives. We found the scheme had a matching process in place which supports people to choose a placement with which they are compatible. We saw several documents that adult placement carers completed which outlined their interests, likes and dislikes such as a personal profile and "a day in the life of" which supported the matching process. We found the process of introducing people to adult placement carers was taken slowly and started with meeting in a neutral venue and then went onto the person having visits to the adult placement carer's home. If this was all successful and the person decided they wanted to live there, the placement was monitored closely following this. We found "person centred review" documentation in people's files which were in an easy read format; these can empower people to be more involved in the review process, because information is provided in a format people understand. It was evident by the content of these documents people were at the centre of the reviewing process and given the relevant support to maximise their individual contribution. We found actions from previous meetings had been addressed and this evidenced people were achieving things they had specified they wanted to achieve at previous reviews. When we discussed with people what things they liked to do and what things they had been working on to improve, they matched the areas of discussion from the review meetings. We viewed one

person's bedroom, which they told us they loved, and found they had been able to personalise the space and chosen everything within it. People are encouraged to express their views and opinions and have their individual identities and routines recognised and valued.

Overall, people are as healthy and active as they can be. We reviewed two people's placement plan documentation which included information on people's likes and dislikes, and things that are important to them. We spoke to people and relatives and feedback suggested that people using the scheme are able to positively occupy their time, and do things they enjoy. One person we spoke with told us about their voluntary work placement in the local community, and how they have developed friendships through this. Arrangements were in place for people to keep in touch with their own family, and this was something that was encouraged by adult placement carers, where appropriate. We found relevant risk assessments in people's files which had been reviewed as required. People who required them had further documentation in place, such as: manual handling care plans and communication passports. We discussed one person's care with the adult placement scheme officer, who conducts reviews, and highlighted the need for some areas of care to be more closely monitored by the scheme due to the complexity of the person's needs. For example, the introduction of a medication audit. This was something which the scheme officer had already considered and was in the process of introducing. People are encouraged to be active and contribute to their local community; the scheme needs to have better oversight of some healthcare documentation relating to the complex needs of some people using the scheme.

Quality Of Staffing

People benefit from a robust approval process to keep them safe. People and adult placement carers feel fully supported by the scheme. People's well-being is maximised because they are provided with care and support by families who genuinely care about their best interests.

Adult placement carers are required to complete a robust approval process. We reviewed two carer files, which also included the approval documentation for close family members. The documentation for the approval process was robust and not only concentrated on the carers involved in the process but looked at the appropriateness of the property, health and safety, community relationships, carer contacts and fire procedures in the home. We found references were sought and disclosure and barring service (DBS) checks completed during the approval process; some carer files we reviewed had as many as four references in them. The approval process required several months to complete and the carer files we reviewed evidenced at least five visits took place at the adult placement carer's home prior to approval. We reviewed "panel record forms" which evidenced that all information is presented to a selection panel to make a decision on approval. People and adult placement carers we spoke with during the inspection process stated they have sat on the panel and contributed to decisions regarding approval, they felt their experience made them ideal to contribute to this process. Feedback from adult placement carers supported that the approval process was robust, one commented *"Yes it is a very robust approval process but it has to be, but the agency were very supportive throughout"*. Adult placement carers were required to sign up to practicing within the scheme's procedures and we saw evidence several documents were provided to the applicants for information, such as: various policies and procedures, a handbook and terms and conditions for membership. People are kept safe by the robust vetting systems in place at the scheme.

Adult placement carers feel valued and supported. We found documentation which supported that carers had completed induction and required training. The carer files we reviewed evidenced they had achieved at least qualifications and credit framework (QCF) level 2. Carers we spoke with confirmed they had completed the required training and spoke of their further experience in providing care and support for vulnerable adults. We found evidence the adult placement scheme officer completes supervisions with adult placement carers three monthly. This time frame is reduced should the adult placement scheme officer think more support is needed at a particular time; some supervisions were being completed monthly at the time of inspection. Adult placement carers we spoke with felt fully supported by both the scheme officer and the scheme manager and stated they found them both very approachable, comments included *"We feel fully supported by the scheme, they are excellent"* and *"The scheme officer is great and very supportive, always there if I need anything. They come and see me once every three months and we talk*

about everything, it all runs very smoothly". People using the service also told us they found the scheme officer very approachable and "nice".

It was evident from discussions with all the adult placement carers that they genuinely cared for the people living with them and were committed to providing them with a family life. Carers were enthusiastic about the lives the people led and providing them with care and support which maximised their independence and ensured they were able to live the life they chose. People benefit from being supported by committed, motivated and experienced adult placement carers, who genuinely care about their well-being.

Quality Of Leadership and Management

There is a robust management structure in place and people using, and involved, in the service find the management approachable, visible and reliable. The service's quality assurance process is currently under review and does require improvement.

People using the service, approved by the service or linked to the service are clear about what the scheme sets out to provide. The statement of purpose and service user guide (shared lives guide for citizens) accurately and clearly describes the service provided and is available in different formats on request. We reviewed an easy read document which helps to support all people to understand what the service offers. Relatives were fully aware of the service available to their family members and confirmed all relevant documentation had been provided prior to their relative receiving a service; relatives felt the service was fulfilling its responsibilities.

People benefit from a service where there are clear lines of responsibility. The day to day running of the scheme is operated by the manager and one adult placement officer. The scheme had four permanent adult placements and one respite arrangement when we inspected. People and adult placement carers we spoke with knew how to contact the scheme should they need, and all stated they would feel confident doing this. Adult placement carers told us they were in regular contact with both the manager and the scheme officer, all stated both individuals were "approachable" and "helpful". We found that all adult placement carers had been provided with a range of Denbighshire County Council's policies and procedures, such as, safeguarding, complaints and whistleblowing and when we spoke with them they were aware of these processes in place. We reviewed the complaints policy and were told that the scheme had not received any formal complaints since the last inspection. There are robust and transparent management systems in place which people involved in the service would feel confident accessing if required.

The organisation are in the process of implementing a new quality assurance process. It was recommended at the last inspection that a system should be introduced to monitor, review, improve and report annually on the quality of care specifically provided by Denbighshire Social Services Adult Placement Scheme. During this inspection we found the quality assurance report dated 2018/2019 covered a number of the local authority's services and it was therefore difficult to ascertain what improvements had been made by the scheme. The report did not appear to take into consideration the views of people's relatives and the scheme's staff. We did review some questionnaires which had been returned from people who had used the service and staff. The manager stated feedback would be acted upon straight away, but not collated into a report until more had been returned. All feedback from people was positive and evidenced people were satisfied with the service they had received. The RI had completed a monitoring visit at the

scheme on 3 May 2018 and we received a copy of a report from the monitoring visit following the inspection. The RI had not gained feedback from people using the service or adult placement carers during the visit, the report stated this would be completed as part of the next visit. Although there were recommendations at the end of the report, the process could be further improved with the introduction of an action plan to ascertain who was responsible for making the improvements, and within what timeframe they would be addressed. Some systems have been introduced to ensure people are better able to contribute to the development and improvement of the service, although the quality assurance report requires improvement and must take into consideration the views of people and adult placement carers.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by contacting us.