



Morgan Taylor
Associates Ltd

social care consultants

Review Report

SAMPLE

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Needs and risk assessment

Assessments of needs are carried out for all service users. Processes place users' views at the centre are managed by skilled staff and involve carers and/or other professionals.

Expected Outcome of Morgan Taylor Associates Ltd Review: Quality of Life, Exercising Choice And Control, Making a positive contribution, Improved Health and emotional well-being

1. If applicable, CSSIW/CSCI registration certificate and relevant insurances are displayed at care providers premises and available for inspection
2. The needs of service users and any inherent risks are assessed on a consistent and comprehensive basis prior to a service being offered, or very shortly afterwards as appropriate to the needs of the client group
3. The needs of service users and risks are reviewed periodically on a consistent and systematic basis.
4. Needs and risk assessment and reviews involve service users and take full account of their views, targets and aspirations
5. Assessment and review procedures are reviewed periodically and in response to changing legislative or funding requirements.

Care planning

Service users have up-to-date care plans in place. Processes place service users' views at the centre, are managed by skilled staff and involve carers and/or other professionals.

Expected Outcome of Morgan Taylor Associates Ltd Review: Quality of Life, Exercising choice and control, Personal respect and dignity, Improved health and emotional well-being.

1. All service users have individual care plans that address the needs and risks identified by the needs and risk assessment process and the outcomes that they want to secure from the service.
2. Care plans are outcome focused
3. Care plans incorporate specific intended outcomes which have been agreed with service users, and if appropriate, carers, relatives or other advocates.
4. The timing of reviews is responsive to service users.
5. The service takes a proactive approach to involving other agencies in its work that includes trying to establish stronger links or more regular interaction with key agencies.

Security, health and safety

The security, health and safety of all individual service users are protected at all times.

Expected Outcome of Morgan Taylor Associates Ltd Review: Quality of Life, Making a positive Contribution

1. There is an up-to-date health and safety policy.
2. Staff understand and implement the policy.
3. Special attention is paid to the risk of lone workers

4. Health and Safety inspections of shared housing and common areas of other services are conducted at appropriate intervals
5. Risk assessments of premises and service delivery mechanisms are conducted periodically, at least annually to identify health, safety and security risks to staff and service users.

Protection from abuse

The right of service users to be protected from abuse is safeguarded

Expected Outcome of Morgan Taylor Associates Ltd Review: Personal dignity and respect, Making a positive contribution, Freedom from discrimination and harassment

1. There are robust up-to date written procedures (including whistle blowing policy and recruitment checks) for avoiding and responding to actual or suspected abuse or neglect.
2. All staff have undergone POVA/POCA check before commencing supervised employment.
3. All staff have been CRB checked and appropriate action taken if returned positive before commencing unsupervised employment.
4. Two employer references are obtained and validated before staff commence employment.
5. All staff must complete a comprehensive induction before working with service users.

Complaints

Users, carers, and other stakeholders are made aware of complaints procedures and how to use them.

Expected Outcome of Morgan Taylor Associates Ltd Review: Exercising choice and control, Making a positive contribution, Freedom from discrimination and harassment

1. There is a written complaints procedure that makes clear:
 - whom to the complain to in the first instance;
 - what the organisation will do;
 - timescales;
 - how to escalate a complaint and appeal in the case of dissatisfaction; e.g. contact details of local authority complaints department and CSSIW/CSCi (if applicable).
2. All service users and carers are made aware of the complaints procedures and how to use them.
3. Staff follow the complaints procedure.
4. Action is taken in response to individual complaints.
5. The language and presentations of the procedure promotes an understanding by all service users.

Confidentiality

Policies and procedures are in place that ensures and protects the confidentiality of service users at all times.

Expected Outcome of Morgan Taylor Associates Ltd Review: Exercising choice and control, Personal dignity and respect, Making a positive contribution, Freedom from discrimination and harassment

1. There is an up to date confidentiality policy
2. Staff understand and implement the policy
3. There is restricted access to service user files.

4. The consent of the service or member of staff is obtained before information is disclosed.
5. Staff are made aware of the consequences of breach of the policy.
6. Staff are made aware of the consequences of breach of the policy.
7. Service users and carers are involved in the review of the confidentiality policy and procedure.

Fair access, diversity and inclusion

There is a commitment to the values of diversity and inclusion and to practice of equal opportunity (including accessibility in its widest sense) and the needs of black and minority service users are appropriately met.

Expected Outcome of Morgan Taylor Associates Ltd Review: Making a positive contribution, Personal dignity and respect, Freedom from discrimination and respect

1. The eligibility criteria and application process for admission are publicised and freely available
2. The assessment and allocations processes are up-to- date and ensure fair access to the service.
3. There is an up to date Equal Opportunities Policy
4. There are written policies covering equal opportunity (EOP), anti-discriminatory practice (ADP) and harassment that cover employment and service delivery.
5. There is a recruitment and selection policy that aims to eliminate discrimination in recruitment processes.

Policies and Procedures

There is evidence of a range of policies that reflect the needs of the user group and include issues relating to health and safety, staff recruitment and service user specific policies

Expected Outcome of Morgan Taylor Associates Ltd Review: Quality of Life, Exercising Choice And Control, Making a positive contribution, Improved Health and emotional well-being

1. Staff in the home have a good understanding of their roles and responsibilities and the expectations of their employer.
2. There is a complete policy file available for examination by the Honest Appraisal Ltd.
3. There is evidence that staff have read the policy file.
4. Training is provided to staff on the policies of the home.
5. The list of policies and procedures include:

Access to files by staff/users

Accidents to service users

Aggression toward staff

Annual development plan for quality assurance

Bullying

Communicable diseases and infection control

Clinical procedures
Code of conduct
Concerns and complaints
Continence promotion

Environment of the Care Home

There is evidence that the Care Home is 'Fit for Purpose' in relation to the facilities and environmental standards within the home. This includes appropriate capital investment

Expected Outcome of Morgan Taylor Associates Ltd Review: Quality of Life, Exercising Choice And Control, Making a positive contribution, Improved Health and emotional well-being

The following equipment, as applicable, has been serviced or tested as recommended by the manufacturer or other regulatory body:

Premises electrical circuits
Portable electrical equipment
Lifts/stair lifts
Hoists [including portable]
Fire detection and fighting equipment
Emergency call equipment
Heating system
Soiled waste disposal
Gas appliances

1. The location and layout of the home is suitable for its stated purpose;
 - It is accessible,
 - safe and well-maintained;
 - meets service users' individual and collective needs in a comfortable and homely way and has been designed with reference to relevant guidance.

2. A programme of routine maintenance and renewal of the fabric and decoration of the premises is produced and implemented with records kept.

Staffing

There is evidence that all staff employed are suitably skilled and qualified to meet the needs of the service user group and that these are documented.

Expected Outcome of Morgan Taylor Associates Ltd Review: Quality of Life, Exercising Choice And Control, Making a positive contribution, Improved Health and emotional well-being

1. At least 50% of care staff hold NVQ level 2 in care or a similar qualification recognised by the Care Council for Wales, or a higher level qualification in care.

2. The calculation excludes the manager and any care manager, and, in homes providing nursing, it excludes those members of the care staff who are registered nurses.
3. The home has sound recruitment policies and operates a rigorous recruitment procedure based on equal opportunities and ensuring the protection of service users.
4. Two written references are obtained before making an appointment, and any gaps in employment records are explored. The request for written references is in the form of a structured enquiry linked to the requirements of the job. A reference should always be sought from the applicant's present or most recent employer. References should be followed up by phone as necessary.
5. New staff are confirmed in post only if the information required under regulation 19 is available in respect of him or her (including Criminal Records Bureau certificates). UKCC or Care Council for Wales registrations should also be confirmed, as appropriate.

Overall Impression of this Service Evaluation

SAMPLE