

CAERPHILLY COUNTY BOROUGH COUNCIL, DIRECTORATE OF SOCIAL SERVICES

COMMISSIONING TEAM

CONTRACT MONITORING REPORT

Name/Address Of Provider: I-Care, 1-3 Victoria House, Victoria Street, Cwmbran.
NP44 3JS

Date Of Visit: Friday 13th October 2017

Visiting Officer(s): Ceri Williams: Contract Monitoring Officer, Caerphilly CBC

Present: Louise Madden, Registered Manager
Jade Jackman, Branch Manager

1. Background

- 1.1 I-Care (previously Autumn Leaves) has been a registered provider of Domiciliary Care Services within the Caerphilly County Borough since 2011. At the time of the visit, the organisation was providing approximately 380 hours of care and support each week to 30 people.
- 1.2 The purpose of the monitoring visit was to review the recommendations made during the previous contract monitoring visit carried out on the 17 August 2016 and to look at the documentation for people in receipt of a package of care and staff files.
- 1.3 Dependant on the findings within the report, I-Care may be given corrective and / or developmental actions to complete. Corrective actions are those, which must be completed (as governed by legislation etc) and developmental actions are those that are deemed to be good practice.
- 1.4 At the time of the previous visit there were 6 corrective actions identified and 2 developmental actions. These were followed up and the findings are outlined in section 2 below.

2. Previous recommendations

- 2.1 I Care to ensure evidence of staff first Aid training to be placed on staff files. (Dom Care regulations schedule 3 (8))
Met: All staff files viewed had First Aid certificates present.

- 2.2 Evidence of completed Induction programme to be kept on individual staff files. (NMS 19.2)
Met: All staff files views included completed induction programme.
- 2.3 Include months as well as years on employment record on application form to clarify any breaks in employment. (Dom Care regulations schedule 3 (9))
Met: New application form introduced which includes months and years.
- 2.4 Interview Records to be signed, dated and to include position of staff member (NMS 17.3)
Partly Met: Interview records viewed were signed but did not include staff member position.
- 2.5 Two written references to be obtained before making appointment. One should be from immediate past employer. These are to be followed up with telephone call and evidenced. (NMS 17.3)
Met: Staff files that were viewed during the visit contained the two references necessary and had been followed up with telephone call and evidenced.
- 2.6 Evidence to be available of supervision sessions and annual appraisals being held with each member of staff (NMS 21.2)
Not Met: The supervision matrix was being updated and was unavailable to view during the visit.

3. **Findings from Visit**

3.1 **Care & service planning process**

- 3.1.1 Two files were seen during the monitoring visit. Both service plans viewed contained all the support needs from the CCBC care plans and, sufficient and current information, to deliver the service required and the tasks to be completed.
- 3.1.2 The contract monitoring officer noted that the Service Delivery Plans on files viewed in the monitoring visit were well written, although were task orientated rather than being focussed on the person receiving care. They also contained some life story information, although not fully completed. It is advised that this is an area to be developed for all individuals and to include more information on choice, personal preferences and tasks that can be done independently.
- 3.1.3 Both service delivery plans had been signed by the person receiving the care and also by the individual representing I-Care. There are also opportunities included on the form for family member's comments and advocate comments.

- 3.1.4 The files contained a clear timetable of care which detailed times and length of calls. These were signed by both individuals, however only one was signed by I-Care staff.
- 3.1.5 Daily plans of care were detailed regarding tasks that were to be completed with step by step instructions from the beginning of the call to the end of the call.
- 3.1.6 There were suitable risk assessments on file for relevant care tasks and environmental factors.
- 3.1.7 Reviews were evidenced on file with visits to client's homes for formal reviews every six months but also telephone reviews undertaken in between.
- 3.1.8 Call monitoring records were viewed for service users over a period of one week, and these were compared to the scheduled times. It was positive to note that the majority of calls lasted very close to the planned length of time.
- 3.1.9 Staff rotas were seen, and it was apparent that calls are planned well, and appropriate travelling time is always scheduled between calls.
- 3.1.10 From looking at the staff rotas along with actual times, it was apparent from the information seen that the staff were able to follow their planned calls very consistently.

3.2 **Recruitment, Training & Supervision**

- 3.2.1 Two staff files were viewed as part of the monitoring visit. Both files had recent photographs of staff members on file.
- 3.2.2 There was evidence on both files of a detailed interview record. New interview record paperwork has been introduced since the last monitoring visit, which is much more detailed, and has job specific questions also including scenarios.
- 3.2.3 One interview record evidenced that a gap in employment was questioned at interview, explained and recorded.
- 3.2.4 Both staff files contained the necessary two references which had also been followed up with a telephone call recorded by I-Care staff.
- 3.2.5 Disclosure and Barring Service certificates were evidenced on both files and signed and dated by I-Care staff.
- 3.2.6 Both files contained employment contracts which included a job description however, neither of the copies on file had been signed by the employee or I-Care staff.

- 3.2.7 The manager explained that staff are supervised in various ways on a monthly basis. I-Care have a rolling programme of Community Carer Performance Reviews, Spot Checks and Supervision.
- 3.2.8 Team meetings take place on a monthly basis and minutes were shared with the monitoring officer. Topics discussed included confidentiality, shift changes, professional boundaries and use of electronic call monitoring.
- 3.2.9 There was evidence on file of spot checks being carried out for staff. Spot checks included, time of arrival compared to ROTA time of call, dressed appropriately, checks care plan, equipment check, use of call monitoring, infection control, communication and confirming customer satisfaction. These were signed by staff member, supervisor and manager.
- 3.2.10 Also included on spot check paperwork was customer feedback. Clients are given an opportunity to comment on care received and to offer suggestions
- 3.2.11 Separate staff training files were viewed which included completed induction training and all certificates were present.
- 3.2.12 The training matrix is kept electronically and the provider agreed to forward the matrix onto the Commissioning Team.

3.3 **Service Performance**

- 3.3.1 The last inspection carried out by CSSIW had been completed on April 2016 and there were no areas of improvement highlighted. The inspector pointed out that, improvements had been made since the last visit. It was commented that 'individuals we spoke with were extremely complimentary about the dedication of the management and staff employed by the agency'.
- 3.3.2 The quality assurance report for 2016 was provided during the visit. This was carried out by way of a questionnaire sent out to all clients. Results were then analysed for areas of excellence and underachievement. The majority of the results were positive with clients rating the service they received as 'excellent' or 'good'.

4. **Corrective / Developmental Actions**

4.1 **Corrective Actions**

- 4.1.1 Evidence to be available of supervision sessions and annual appraisals being held with each member of staff. (NMS 21:2)
Immediate and Ongoing: Supervision Matrix unavailable at time of visit, I-Care to forward copy of matrix to Commissioning team as soon as possible.

- 4.1.2 Employment contracts to be signed by employee and member of I-Care staff, to evidence receipt and understanding of employment contract and job description.
(NMS 17:6)
Immediate & Ongoing

4.2 Developmental Actions

- 4.2.1 Service Delivery Plans to incorporate individual abilities and preferences.
The service delivery plans seen, did not provide detail around what the person is able to do independently. In order to encourage independence and empower the person receiving the care, carers need to know how much support to offer, to do certain tasks.
- 4.2.2 Details of Caerphilly County Borough Council's Customer Service & Complaints department to be added to I-Care Complaints Policy.
- 4.2.3 Interview records to be signed, dated and to include position of staff member.
- 4.2.4 Training Matrix to be forwarded to the commissioning team as soon as possible.

5. Conclusion

- 5.1 It was acknowledged that files viewed were well presented and well organised which meant the majority of information needed was easy to locate. Any information requested was promptly provided by the manager.
- 5.2 I-Care have moved premises since the last monitoring visit. The new premises are more suited to the needs of the business. This has resulted in staff being able to utilise the office more as it has rooms for meetings/training and sufficient parking.
- 5.3 It was pleasing that 5 out of the 8 previous recommended actions had been met and that the other 3 had been partly met. This evidenced that I-Care have made changes to paperwork and processes over the last year which have improved the recording and documentation for people receiving care packages and also staff files.
- 5.4 In line with the contract monitoring strategy, another monitoring visit to the office will be carried out in approximately 12 months time unless it is deemed necessary for it to be carried out beforehand. A separate report will also be completed outlining the comments provided by a group of people that are having support from I-Care and their relatives.

5.5 The Contract Monitoring Officer would like to take this opportunity to thank the Manager for her time and hospitality during the visits.

Author: Ceri Williams
Designation: Contract Monitoring Officer
Date: 05 January 2018

N.B. This report will be made available via Caerphilly County Borough Council's Internet site. Hard copies of the report will also be made available to prospective residents and/or their families should they ask to see them.