

Barnardo's

Barnardo's Include Me 2

Inspection report

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Tel: 01772629470

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service: Barnardo's Include Me 2 is a domiciliary care service. At the time of the inspection 18 children and young people with learning and or physical disabilities were in receipt of care and support in a community setting. The service also offered personal care and support to people in their own homes.

People's experience of using this service: Children and young people who used the service were safe. Their parents raised no concerns. Staff were recruited safely and we saw staff interacting positively with the children and young people we met during the inspection. Risks had been considered. Risks assessment provided guidance about how to support individual risks.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice. Consent to care and treatment had been sought. Where required, staff supported the children and young people who used the service with their nutritional needs. We received positive feedback about the knowledge and skills of the staff team.

Children and young people received good care. Their individual needs were considered and decisions about likes and dislikes were reflected in their care records. Care was provided to children and young people afterschool, weekends and during holidays. Where alternative ways of communicating with children and young people was required these were supported by the service. Records contained information about individual needs the children and young people had and how these specific needs were to be best met by the staff team.

All people were happy with the service and knew what to do if they had any concerns. The service sought the views of children, young people and parents. Team meetings took place. Audits and monitoring was taking place. Relevant certificates and the ratings from the last inspection were on display in the service centre.

Rating at last inspection: The service was rated good at the last inspection (Published on 6 December 2016).

Why we inspected: This was a scheduled inspection based on the previous ratings.

Follow up: The service will be re-inspected as per our inspection programme. We will continue to monitor any information we receive about the service. The inspection may be brought forward if any risks are identified.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service remained good.

Details are in our safe findings below.

Good ●

Is the service effective?

The service remained good.

Details are in our effective findings below.

Good ●

Is the service caring?

The service remained good.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service remained good.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service remained good.

Details are in our well-led findings below.

Good ●

Barnardo's Include Me 2

Detailed findings

Background to this inspection

The inspection: We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team: Day one of the inspection was undertaken by two adult social care inspectors at the office base. One adult social care inspector undertook telephone calls to parents on day two of the inspection.

Service and service type: This service is a domiciliary care service. It provides personal care to children and young people in a community setting or within their own homes.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. There was a new manager in the process of taking over the registered managers post.

Notice of inspection: We gave the service two days notice of the inspection site visit. This was to ensure the management team was available to support the inspection process.

What we did: Prior to our inspection we looked at the information we held about the service. This included any comments, feedback and any statutory notifications the service is required to send to us by law. We also looked at the information submitted by the service in the provider information return. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make. We also looked at the most recent report completed by Ofsted. Ofsted is the Office for Standards in Education, Children's Services and Skills

To understand children and young people's experience using the service we met with three children and young people in receipt of care and spoke with seven parents. We also spoke with seven staff members. These included three project workers, one apprentice, one team leader, the service manager and the registered manager who took overall responsibility. We looked at a number of records including, care records, two staff files, feedback, meeting minutes and audits and monitoring of the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- The provider had systems to demonstrate that allegations of abuse were dealt with appropriately. Family members and children and young people we spoke with told us they felt safe. One said, "I feel [name] is very safe with Barnardo's." Staff understood how to deal with any concerns and relevant training had been completed.
- Policies and procedures were available to guide staff and records had been developed to demonstrate allegations of abuse were recorded, investigated and reviewed appropriately.

Staffing and recruitment

- Staff were recruited safely. Relevant checks were completed that ensured only suitable staff were recruited to work at the service. Children and young people were involved in the recruitment process. Staff confirmed they had undergone a robust recruitment process.
- Staff were seen on the day of the inspection and discussed the support they provided to children and young people. Children and young people were seen being supported appropriately by staff who demonstrated they knew individual needs well. A parent told us, "The staff are lovely. They are really nice."

Assessing risk, safety monitoring and management

- Safe processes had been developed to ensure risks were managed safely. Individual risk assessments had been completed to support children and young people and to reduce potential risks. General risk assessments were in place to guide staff on managing a range of areas and to support the safe delivery of care.

Using medicines safely

- Medicines were managed satisfactorily. Care records reflected medicines administration; however not all records contained appropriate detail. The service manager confirmed they would ensure all records reflected children and young people's individual medication needs where required. Records were completed that confirmed medicines had been received into the service by staff and these had been administered safely.
- No concerns were raised about the management of medicines. Records confirmed medicines training was completed.

Preventing and controlling infection

- A range of policies and procedures were available to support the prevention of infection. Hand hygiene advice was on display in the office. Staff were provided with infection prevention training.

Learning lessons when things go wrong

- Systems had been developed that supported lessons learned. Incident records included information about the actions taken to respond, investigate and act on them. Records confirmed they had been reviewed by the management team, as well as information about the lessons learned following an incident. This supported the reduction of future risks.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence

People's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- The service had developed systems to ensure the individual assessed needs of children and young people were met. Care files had information about how to support their specific needs. Guidance and policies were in place to support staff in providing effective care delivery to children and young people who used the service.

Staff support: induction, training, skills and experience

- The service used systems that ensured staff were skilled to deliver effective care. Parents, children and young people we spoke with told us they were happy with the skills of the staff team. They said, "The staff know [name] really well" and "The staff are so well trained and there is continuity in the staff team."
- A detailed training programme was available for the staff team, this included mandatory as well as specialist training. Staff confirmed they had access to training to support them in their role. Records confirmed and staff told us supervisions and appraisals were completed. This ensured people were supported in their role and staff performance was monitored. Induction programmes were completed by new staff to the service.

Supporting people to eat and drink enough to maintain a balanced diet

- Children and young people's nutritional needs were supported by staff where relevant. Parents confirmed staff supported children and young people with their meals where it was required. One said, "They help [name] with her food." The service manager confirmed that children and young people were encouraged to take part in preparation and cooking of meals at the service centre.
- Care files reflected the likes and needs in relation to meals of children and young people.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- People had access to relevant health and professional support. Assessments had been completed prior to children and young people accessing the service. Records confirmed meetings and regular reviews were completed.
- One parent we spoke with confirmed appropriate health and care professionals were involved when required. This ensured children and young people received appropriate care that met their individual needs.

Adapting service, design, decoration to meet people's needs

- The service was managed and care was co-ordinated from purpose-built offices within the service centre. Staff were seen making use of the facilities during the inspection.
- The service centre had a number of facilities for children and young people to access, such as; a computer

room, a television room, play and games room, a sensory room, a quiet outdoor pod, outdoor garden and play equipment. Whilst this aspect of the service was not inspected we observed children and young people in receipt of care making use of these facilities.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment with appropriate legal authority.

- Systems were in place that ensured staff understood the principles of the MCA. Training records confirmed staff undertook MCA and youth mental health first aid training. Policies and guidance was available to support staff knowledge and easy read guidance had been developed to advise children and young people of the MCA.
- The service demonstrated consent was sought from children, young people and parents. Young people we spoke with told us staff asked for permission from them before any care or activity took place. Parents confirmed consent had been sought for children and young people's care and treatment. Staff also told us, "Consent for care and treatment is obtained."

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect

People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- Children and young people received good care. They were treated with dignity and respect and their diverse needs were considered. Parents told us, "Staff are excellent; first class committed and caring" and "I am very happy with the support [name] gets." Care records contained information about children and young people's likes and needs.
- Good information was on display about diverse needs and choices. These included gender choice information as well as religious festivals. A range of trips were organised to broaden children's and young people's knowledge on diverse needs. Examples were a visit to a Mosque and a Temple. Polices, guidance and training was provided to staff that ensured they had the knowledge and skills to support individuals and diverse needs.

Supporting people to express their views and be involved in making decisions about their care

- Children and young people were supported to make decisions and be involved in their care. Parents told us the staff, "Talked to them and [name]." All about me records were completed that detailed children and young people's likes and dislikes and how staff could support them.
- Good information was available to support children's and young people's individual communication needs. Guidance and information was produced in easy read format and staff used alternative ways of communicating with children and young people, which was appropriate to individual preferences. The service used social stories, story boards and visual timetables to support effective communication. Observations of interactions between staff and children and young people demonstrated they knew how to communicate effectively with them.
- Information relating to advocacy service was on display in the service centre. Dedicated staff were employed to ensure advocacy support was available to children and young people when they required it. Advocacy seeks to ensure people are able to have their voice heard on issues that are important to them.

Respecting and promoting people's privacy, dignity and independence

- People's privacy and dignity was respected and promoted. Parents told us the care provided supported their relative's needs. A parent told us that where personal care was required staff gender reflected their relatives' gender preference. They said, "[Name] does enjoy going [to the centre], which is lovely to see. She is always clean and they help her with her food. As far as I am aware female staff always attend to [names] personal care needs." Staff were observed seeking the views of children and young people and one young person told us, "I am able to do what I want."
- Confidential information was stored safely in the offices at the service centre and audits were completed in relation to the General Data Protection Regulation (GDPR). This supported the requirements of the GDPR. GDPR is a legal framework that sets guidelines for the collection and processing of personal information of

individuals.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs

People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- Care records had been developed to support the delivery of care to children and young people. These included information about their individual needs, risks and how to support them. Where some records lacked detail about how to meet all of their needs the service manager confirmed they would ensure these reflected the current care needs of the individual. Parents told us the service managed their relatives personal care needs well and they had been involved in the assessment. One relative said, "I think it is excellent. The staff know [name] really well."
- A wide range of activities was provided to children and young people as part of the care they received. Children, young people and parents confirmed activities and trips out were provided for them. They said, "They take [name] out on trips and activities", "The children are taken to parks and sensory centres" and "There is a list of things to do." Information about previous trips and photographs were on display in the service centre.
- Technology was used to good effect. Electronic systems were used to develop care records and training was available to staff via computers. Quality monitoring was recorded electronically. The service manager told us they were looking at ways of using video evidence to obtain the views of children and young people.

Improving care quality in response to complaints or concerns

- The service had developed effective systems to deal with any complaints or concerns. Pictorial and the written word information was on display to support children and young people to discuss their thoughts. All children, young people and parents raised no concerns and knew who to do to if they had any. They said, "I would call the service if I had any concerns, if not I would come to the Care Quality Commission. I have no concerns" and "If I wanted to complain I would ring head office, but I have never had to make a complaint." Feedback in thank you cards was seen. Comments included, "Thank you for the fantastic activities we did on holiday."
- The service manager confirmed no complaints had been received. They discussed the appropriate procedure for dealing with any concerns. Policies and guidance on complaints was available. A copy of how to complain for adults and children was provided to all families. Information to support children and young people to speak up was on display.

End of life care and support

- No one was receiving end of life care or support at the service. The service manager told us these needs would be supported in alternative care settings. Internal policies were in place to guide staff about how to manage significant health needs safely.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture

The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility; Continuous learning and improving care

- The service ensured a range of monitoring and audits were undertaken. The senior team monitored the service that supported improvements in care delivery. Regional quality performance reviews were undertaken. These covered a range of areas. Records included guidance about areas to focus on and actions required as a result. Information was seen about how the service was moving forward and transforming care for children and young people.
- A copy of the health and safety management quality audit was seen, which included details of review and visits undertaken.
- Certificates of registration were on display along with the ratings from the previous inspection, the most recent Ofsted report. As well as details of accreditation schemes in investing children's member award and youth council certificate.
- A range of corporate policies and guidance was available to guide the staff and management in the operation and oversight of the service.
- Throughout the inspection process all staff members provided information promptly and were supportive of the inspection process.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The service was run by a knowledgeable management team. The registered manager had been successful in a senior role and the service manager was in the transition phase of taking on overall responsibility for the service. They would apply for registration with the Care Quality Commission to become the registered manager of the service. The management team understood the operation and oversight of the service. It was clear all members of staff understood their roles and responsibilities well.
- We received positive feedback about the management of the service. Comments included, "There is a fabulous management structure. There is always someone available to speak with. There is an on-call system at weekends", "This is a fantastic service. It is a pleasure to work for Barnardo's" and "Please keep the service going."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The service engaged with children, young people and parents and their views were sought and considered through surveys. Records seen included the findings from the surveys which demonstrated the quality of the

service provided and the positive feedback received. The service manager and registered manager discussed plans for moving the service forward and actions will be identified to ensure improvements in the service continue. The service manager told us they worked together with children, staff and volunteers.

- Meetings for staff were taking place. Records confirmed the dates for these.

Working in partnership with others

- The service worked in partnerships with relevant health and social care professionals. Care records confirmed where specialist support was involved in children and young people's care. Parents confirmed the service involved relevant professionals where it was required.