

Barnardo's

Barnardo's Disability and Inclusion Support Service

Inspection report

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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?

Outstanding ☆

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Barnardo's Disability and Inclusion Support Service provides a short breaks service for children, young people and their families. Children and young people who used the service have additional learning needs. At the time of our inspection they were providing support to 36 children and young people, 17 of whom required personal care.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. Children and young people using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

People's experience of using this service and what we found

Feedback from children, young people and their relatives showed they had experienced significantly high standards of care. Each member of staff demonstrated that they were exceptionally caring. Everyone who used the service benefitted significantly. Staff were very sensitive to equality and diversity issues.

Children and Young people who attended the Young People's Forum were very positive about the support they had received from the service. They found the service had a very positive impact on them.

Children, young people and their families found the service to be safe. Systems and processes were in place to ensure personal risks were well-managed. Staff had undergone a thorough recruitment process. They had a good understanding about safeguarding issues and how to ensure children and young people were protected from harm.

Children and young people were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The outcomes for people using the service reflected the principles and values of Registering the Right Support by promoting choice and control, independence and inclusion. People's support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

Staff were supported through regular supervision. Staff demonstrated that they were well trained and had the knowledge to care for each young person. They understood the use of care plans which were regularly reviewed and updated.

The service continued to be well-led by a registered manager who was responsive to any concerns and

complaints. The service had a culture of continuous learning. Effective arrangements were in place to monitor the quality of the service and staff performance.

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

Rating at last inspection

The last rating for this service was Good (Last report published 17 January 2017).

Why we inspected

This was a planned inspection based on the previous rating.

Follow up

We will continue to monitor information we receive about the service until we return to visit in line with our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Outstanding ☆

The service was exceptionally caring.

Details are in our caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

Barnardo's Disability and Inclusion Support Service

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. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

The inspection was carried out by one inspector.

Inspection activity started on 29 May and ended on 6 June 2019. We visited the office location on 29 and 31 May 2019. We attended the Young People's Forum on 3 June to speak to children and young people who used the service.

Service and service type

This service is a domiciliary care agency. It provides personal care to children and young people who are living in their family home or in the community.

Notice of inspection

This inspection was unannounced.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with four young people who used the service and four relatives about their experience of the care provided. We spoke with eight members of staff including the registered manager, project workers who line managed care staff and care staff.

We reviewed a range of records. This included three people's care records. We looked at four staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Staff were trained in safeguarding children and young people. They told us how they raised concerns and demonstrated they knew when to do this.
- Staff attended child protection meetings. They provided reports to share information with relevant professionals.

Assessing risk, safety monitoring and management

- Each child or young person had risk assessments in place. Staff were aware of personal risks and told us what they did to ensure children and young people were kept safe.
- The provider had risk assessments for staff including guidance on how staff were to keep themselves safe when working alone.
- Arrangements were in place for staff to document any accidents when children or young people were in their care. No accidents had occurred.

Staffing and recruitment

- Staff confirmed they had undergone pre-employment checks before they were permitted to have contact with children, young people and their families. The pre-employment checks were carried out in a thorough manner.
- Staff were recruited and were linked to each individual child or young person. Arrangements were in place should a member of staff not be able to meet with children and young people. Sufficient staff had been recruited to meet the demands on the service.

Using medicines safely

- The provider ensured staff were trained to administer medicines. Additional training had been sourced for staff who were administering medicines to children and young people with more complex needs.
- 'Staff who administered medicines were observed annually.'

Preventing and controlling infection

- Staff were provided with gloves and aprons to deliver personal care.

Learning lessons when things go wrong

- Staff told us they were continually learning lessons about children and young people as they were constantly developing.
- The registered manager felt lessons were also continually being learnt about differing safeguarding practices across different local authorities.

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.

At the last inspection this key question was rated good. At this inspection this key question has remained good. This meant 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

- Before children, young people and their relatives began using the service a comprehensive assessment of need was carried out. The service agreed and met goals with children, young people and their relatives.
- Guidance and advice from other professionals were included in children and young people's care plans.
- The service worked with national standards and guidance. This included guidance on working together to safeguard children and guidance provided by the National Institute for Health and Care Excellence.

Staff support: induction, training, skills and experience

- The provider had a rolling programme of staff training in place. Specific training to meet individual needs was sourced from other professionals to deliver person-centred care.
- Whilst staff had an induction to the work of the provider, they also received an induction to each child or young person with whom they worked. This ensured staff delivered person centred care.
- The service had contracts with different local authorities. The contracts specified the frequency of supervision to be given to each member of staff. The registered manager ensured staff received the appropriate levels of support according to each contract.

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

- Staff were aware of children and young people's dietary needs either for health or religious reasons.

Staff working with other agencies to provide consistent, effective, timely care

- Staff worked with other agencies and parents to provide effective and timely care. The service had put arrangements in place with each family so that contacts between the staff and the families met people's needs for a short break.
- Young people who were transitioning to adult services continued to receive person-centred support.

Supporting people to live healthier lives, access healthcare services and support

- Children and young people were supported to access community activities which enhanced their physical and emotional well-being.
- Systems were in place for staff to have access to emergency contacts should children or young people require emergency healthcare.

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.

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- The MCA does not apply to children and young people under the age of 16. The provider had arrangements in place to seek the consent of parents for children and young people under 16 years of age. The provider's documentation included space for children and young people to sign if they wished to give their own consent. Young people over the age of 16 who had capacity had chosen to give their consent in writing.
- Staff confirmed to us about seeking consent from children and young people before they delivered personal care. They provided assurances about how they would work with relatives and other professionals to put in place best interests' decisions if required.

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.

At the last inspection this key question was rated as good. At this inspection this key question had improved to outstanding. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

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

- The service had embedded the principles of the UN Convention on the Rights of the Child. Children and young people were given a strong voice. Their views and opinions were important to the provider who ran a Young People's Forum. The forum gave children and young people an opportunity to come together to express their views and act as advocates on behalf of other young people. Professionals who visited the forum, including the police, were questioned by the young people who were enabled to give their views for example about safety in the community.
- Young people who attended the young people's forum rated each key question and told us the key question of caring should be rated as outstanding. They spoke about the very positive impact the service had on them. It was important to young people that staff greeted them and made them feel welcome. One young person said, "Staff always smile." Children and young people spoke of staff really listening to them which made a difference to them as they felt highly valued.
- Staff had taken extra steps to ensure they could communicate with children and young people. They had visited schools to learn the best way to communicate. Staff spoke to us how they used different communication methods to support children and young people make choices. One staff member described how they gave a young person who was unable to verbally communicate two choices to start their conversations.

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

- There was a strong ethos of caring in the service which was underpinned by the values of the provider. Children, young people and their families felt extremely well supported by the service. Young people told us staff were brilliant at understanding when they felt low. Staff gave them one to one time to talk about their worries. Using number blocks one young person scored staff highly for caring. Relatives described the service as "Brilliant" and "Fabulous".
- The service worked seamlessly across children's and adult services to provide a smooth transition with high levels of consistent care. One young person felt they had significantly progressed with the continued support. Young people were encouraged and supported to continue with their personal development and become volunteers for the service. This gave young people the opportunity to receive support and encouragement from familiar staff until they felt able to leave the service.
- The registered manager was extremely keen that each child or young person should be matched with the right staff member. Relatives spoke of children and young people's positive relationships with their staff. One relative said their child 'adored' their worker. Relatives told us they felt extremely confident in the high levels of care provided by the staff. One relative spoke of the perfect match which had been found for their

child. The staff member had in-depth knowledge of the child's health care needs. This meant relatives could benefit enormously from a short breaks service, safe in the knowledge their child or young person was being well cared for.

- Staff were acutely aware of equality and diversity issues and had worked extremely sensitively in this area. Records showed the views of the family members had been respected. This had led to them receiving additional support.
- Relatives spoke with us about the very caring nature of staff. Whilst relatives had tried to suggest alternative activities they highly valued the staff who repeatedly did the same activities because that was what the child or young person wanted to do. This meant children and young people were true partners in their care.
- Staff strongly advocated on behalf of children, young people and their families with other professionals. This had led to more robust plans to protect children and young people.

Respecting and promoting people's privacy, dignity and independence

- Ensuring children and young people could develop skills for increasing independence was very important to staff. A volunteer who had previously used the service spoke about how staff had developed their independence skills. The person had successfully learned how to use public transport. Another young person had developed skills to enable them to follow their chosen career.
- Dignity was a key feature of the service. In each young person's risk assessment, information was provided on how to manage behaviour in a positive way and what was needed to protect the child and young person.
- Risk assessments documented in detail how children should be supported with their independence whilst keeping them safe at all times. This included spending pocket money, hand holding in public and staff being vigilant when activities took place in a public arena.
- Children and young people had benefitted enormously as staff provided them with caring and safe boundaries. Staff spoke to us warmly about how they provided care to children and young people. They told us they got on very well with children and young people. As a consequence, everyone was able to enjoy the outings whilst maintaining their dignity and independence. One relative told us staff had an excellent way of delivering care to children and young people using highly appropriate ground rules.
- Privacy was comprehensively addressed by the service which had included a privacy notice in their information pack to describe how personal information would be secured. Staff described how they protected the privacy of children and young people when out and about in the community.

Is the service responsive?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Each child or young person had a 'One Plan' in place. This was a plan which incorporated all aspects of the care required to meet each person's needs. The plans were person-centred and included achievable goals.
- Staff met with children, young people and their relatives every three months to review the plan and look at what had been achieved. If a child or young person's needs changed staff felt able to contact the service for the plan to be updated.
- Children and young people were supported to participate in a variety of activities important to them. Staff were aware of how to provide choice and knew children and young people's preferences. One relative told us their young person planned each week what they wanted to do with their allocated staff member on a weekend.
- The registered manager spoke with us about introducing staff members to a family. Children, young people and their parents or carers were given the choice and control to state if a relationship with a staff member was working. One family confirmed that they had asked to change a staff member and the service had responded immediately.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- Staff used a variety of communication methods to communicate with children and young people. This included pictures, hand signals, Makaton and easy read versions of documents.
- Staff had taken advice and support from other professionals to assist in their communication with children and young people.

Improving care quality in response to complaints or concerns

- The service was open and transparent in dealing with concerns or complaints. Children, young people and relatives were encouraged to raise any concerns about the service either by calling the service or raising issues through review meetings.
- The provider had a complaints policy in place. Since our last inspection there had been one complaint. The registered manager had thoroughly investigated the complaint and provided an appropriate response to the complainant.

End of life care and support

- At the time of our inspection no one was receiving support at the end of their life. There were no children or young people with life threatening or life limiting conditions using the service. The registered manager had resources available to them should this need arise.

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The registered manager and staff promoted a positive person-centred culture. Each child or young person had their own dedicated staff member. In the absence of the staff member, other staff known to the family provided cover. This meant children, young people and their families received a service from staff who were familiar to them and they could trust.
- Strenuous steps were taken by the registered manager and the staff so children, young people and their families benefitted from the service. Good outcomes for people were achieved. Children and young people had gained in confidence and were happy to go out with their allocated staff. Parents valued the service's safe working practices and they had benefitted from the short breaks.
- The provider had an equality and diversity policy in place. The service had used the framework of the policy and had drawn up an equality and diversity statement. This demonstrated how the service worked inclusively with people. We found many examples during our inspection, which demonstrated the policy and the statement were embedded in the service.

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

- The provider had an operational quality assurance process in place to review the service and monitor its quality. Actions had been identified and implemented to make improvements. Observations of staff were undertaken on an annual basis to ensure they delivered quality care.
- The registered manager had a good understanding about risk. They had carried out a comprehensive risk assessment pertinent to the delivery of the service. Staff told us the registered manager was approachable. They felt confident if any risks were identified the registered manager would take appropriate action.
- In the event of any untoward incident the provider had business continuity plans in place to ensure the service would continue.
- Staff spoke positively about their roles and responsibilities. They understood how to contact the registered manager if they needed additional support out of office hours.

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

- Children, young people, their relatives and staff told us they felt engaged in the service.
- Parents confirmed they had received questionnaires about the quality of the service. The questionnaires sent out to families were based on CQC's five key questions used during an inspection. Families had

responded to the survey with very positive comments.

- Staff felt they were supported and engaged in the service. They told us when they contacted the service they received an immediate and helpful response.

Continuous learning and improving care

- The registered manager learned and improved the care using a variety of feedback sources. Commissioners had reviewed the service and made suggestions for improvement. The registered manager had worked through this feedback and carried out the improvements.
- During our inspection the registered manager undertook training to look at trauma and discussed with us the application of this learning to both staff and families.

Working in partnership with others

- There was clear working in partnership with others. Records showed the service worked in partnership with a variety of other professionals. The service had enhanced their delivery of care by using the specialist knowledge of other professions. They worked closely with agencies when children and young people needed protection.
- Parents spoke with us about working closely with staff to meet the needs of children and young people.
- The registered manager managed contracts with different local authorities. They were aware of the requirements of each contract and were able to demonstrate how they worked in partnership with each local authority to deliver the contractual requirements.