



Inspecting for Better Lives

Annual Service Review



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| Name of Service: | FYLDE COMMUNITY LINK DCA |
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We do an annual service review when there has been no major inspection of the service (we call this a key inspection) in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

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| Has this annual service review changed our opinion of the service? | NO |
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You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

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| The date by which we will do a key inspection: | 09/10/09 |
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| Name of inspector: | Date of this annual service review: |
| Felicity Lacey | 09/10/08 |

Information about the service

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| Address of service: | 19 Church Road, Lytham, Lancashire, FY8 5LH |
| Telephone number: | 01253 795648 |
| Fax number: | |
| Email address: | |
| Provider web address: | |

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| Name of registered provider(s): | Fylde Community Link Limited |
| Name of registered manager (if applicable): | Vacant |
| Categories of registration: | DCA Domiciliary Care Agency |
| Conditions of registration: | |
| Have there been any changes in the ownership, management or the service's registration details in the last 12 months? | Yes |
| If yes, what have they been: | There is a new responsible individual for the service. |

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| Date of last key inspection: | 09/10/2006 |
| Date of last annual service review (if applicable): | 28/01/ 2008 |

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| Brief description of the service: |
| <p>The well-established voluntary organisation, Fylde Community Link Ltd is the registered provider of this domiciliary care agency. The agency is registered with the Commission for Social Care Inspection to provide domiciliary care to adults with learning disabilities. The agency also offers a service for younger people aged 16+.</p> <p>There is a range of models of support including; houses where people who use the agency hold tenancies, support to individuals who live alone, and support for individuals who live with their relatives. The range of the service includes support with leisure, employment and community activities as well as 24-hour support.</p> <p>The service operates from an office base central to the Lytham St Annes area. The office is open 9am to 5pm Monday to Friday with an out of hours on-call procedure then providing contact with a senior member of staff.</p> <p>The agency has contractual arrangements with Lancashire County Council Social Services Directorate, and is a preferred provider. The agency also contracts with Blackpool Borough Council. Private contracts are also established with people who use the agency as appropriate.</p> <p>The staff team are supported by an experienced and established team of managers and an organisation, which has developed a variety of community based services for adults with learning disabilities.</p> |

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review.

This included:

- The **Annual Quality Assurance Assessment (AQAA)** that was sent to us by the agency. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the agency. It also gave us some numerical information about the agency.
- **Surveys** returned to us by people using the agency and from other people with an interest in the agency.
- Information we have about how the agency has managed any **complaints**.
- What the agency has told us about things that have happened in the service, these are called '**notifications**' and are a legal requirement.
- The previous **key inspection** and the results of any **other visits** that we have made to the agency in the last 12 months.
- Relevant information from **other organisations**.
- What **other people** have told us about the agency.

What has this told us about the service?

The agency sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the agency is still providing an excellent service.

We received seven completed surveys from people who use the agency and five surveys completed by staff members. The responses were positive about all aspects of the agency and the services provided. The comments included:

'The agency provides good reliable staff, who are fun and good to be with.'

'If I have a problem with a carer there is always someone I can talk to about it.'

'The agency look after me and help me.'

'This agency does well at providing training, anything you want to go on to suit your working practice or your self development, I just need to ask and my name is on which ever training course I want to do.'

'This agency believes in me and the work I carry out day to day.'

'This agency provides excellent support for both clients and staff.'

'Provides good care for individual needs of all service users. All staff are like minded and work well together for the good of the service users, with their best interests in mind. Always listens to service users, needs and voices. Good advocates, good support, good training, good managers.'

There was a comment that there could be more communication between staff and managers when staff are supporting people with very challenging behaviours. This was discussed with the manager of the agency, and she explained that over the past three months changes had been implemented to ensure that all staff felt properly supported. Where a person using the agency has behaviours that challenge, other agencies such as the Additional Support Team or Psychology services are used to provide advice and guidance. Staff members are encouraged to voice any concerns and can seek help at any time by using the on call system. There is always a manager on call to provide support. On a practical note the manager has got agreement from the company to provide all lone working staff with company mobiles, this will ensure that all staff have quick and easy means to contact other for support when needed.

The need to employ people from different ethnic backgrounds was also raised by a respondent. This was discussed with manager, the recruitment and advertising process is underpinned by a commitment to equal opportunities. The agency has employed some workers from an East European background and is keen to attract applicants from all sectors of the community.

The AQAA provided examples of how the agency involves the people who use its services in finding ways to continually improve. There are regular meetings of a Quality Group, which is a self-advocacy group. A group of people who use the agency are organising the Annual General Meeting, and this group has been set up in response to a specific request for more involvement in this event. There is meeting of the Board of Management of the agency held every two months and this is attended by people who use the service and staff members. One example of how consultation with people who use the agency has influenced the service provided is that there is a fire safety training day being held for people who use the agency to help them develop their own skills.

The agency is active in respecting and promoting the equality and diversity of people who use the agency. The equal opportunities policy has been updated to reflect changes in legislation. People who use the agency are encouraged to be involved in directing their own care and staff are encouraged to recognise and respect the preferences of the individual. All staff have undertaken training in the values of the organisation, which outlines the expectation that staff will work in ways, which promote the rights of the individual, and practice in a non-discriminatory way.

The agency is responsive to local need and seeks to provide service that will enable people with a learning disability to lead independent and active lives in the community. An example of this is that the agency has extended its service provision to include younger adults of 16+ and staff have been provided with the required training.

The agency continues to offer excellent training opportunities for staff. There is specific training in place to respond to the individual needs of people who use the agency. There has been training in Insulin care and PEG feeding for some staff. By providing training for staff that relates to the individual needs of people who use the agency, the staff can support people to remain in their own homes and receive the assistance they require.

There is a range of formats used to help identify individual support needs; these include Essential Lifestyle Plans, Person Centred Plans and a Building Lives Together document. The range of planning documents used reflects the diversity of levels of support needed by people using the agency.

The agency supports people in employment and daytime activities. Employment opportunities are based in the local community. The range of activities currently provided includes, computer training, jewellery making and drama.

Recruitment processes in place ensure that the required checks are obtained before staff begin employment. Working patterns are flexible and this allows support to be provided in line with the individual preferences of people who use the agency. There are plans to improve the current induction process. There is a low turnover of staff.

The company is pro-active in promoting the health and safety of people who use the agency and staff. Staff have training in basic health and safety, including food hygiene, first aid and medication, as part of their induction. The agency has a number of health and safety representatives who up date staff on relevant matters and who attend regular health and safety meeting with the management team of the agency.

The agency have a complaints system in place which is user friendly and which also enables people using the agency to contact the manager directly via a postcard requesting a visit to discuss a problem. The agency has acted on any complaints received in a satisfactory way.

The manager of the agency has demonstrated that local safeguarding procedures are understood and are being followed. The need to work together with other agencies such as social service or the police is understood. The agency has shown that it is able to respond to safeguarding matters and take appropriate action to protect the welfare of the people using the agency.

The manager of the agency is currently applying for registration. She is experienced and supported in her role by a management team. There have been some changes to the structure of the organisation that have improved efficiency, these have included designating specific responsibilities to managers, for example, policies and procedures, health and safety and training. The agency has Preferred Provider status with the local authority. The agency also holds an Investors in People award.

The agency continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us through the information they have provided that their service continues to provide excellent outcomes for the people who use it.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan, and will do a key inspection by 9 October 2009.

However, we can inspect the agency at any time if we have concerns about the quality of the service or the safety of the people using the agency.

Reader Information

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| Document Purpose: | Annual service review |
| Author: | CSCI |
| Audience: | General Public |
| Further copies from: | 0870 240 7535 (telephone order line) |

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