

## Contracts Team - Visit Summary Sheet

<b>Title of visit</b>	Quality Visit
<b>Date:</b>	22 <sup>nd</sup> February 2022
<b>Attendees:</b>	Sukhi Kaur
<b>Venue:</b>	
<b>Occupancy or No. of Packages</b>	1 CBC customer Has 1 Luton customer Has 2 Herts customers

### Background:

New spot provider

### Care Plans & Documentation: *(Please reference customer initials of documentation viewed)*

#### Customer (PH)

Care plan information includes basic details, including GP information. Details what is important to the customer and how best to communicate with the customer. Evidence of initial assessment completed with the customer whose care commenced on 5/1/22. This customer has the same named carer covering all care calls. Contact details for all key professionals involved with customers included. The support plan is written in the first person. Support plan in place for communication/decision making which lists communication style and what support is required with shopping, meal preparation, medication, managing correspondence and keeping customers home clean. Care plan states customer can communicate well but then lists cannot read or write, can get confused – after speaking to the provider they confirmed it is mood dependent – advised that this need to be recorded clearly within care plan information. Health and wellbeing care plan has customer health conditions and medications listed. Support required to access pharmacy and ordering of medication. Customer independent with personal care but requires staff encouragement. The nutrition care plan in place states he has diabetes and needs help to eat healthy meals. Diabetes is tablet controlled.

Care plans reference risks that may present to the customer if he is not supported correctly. For example, if not supported with personal care correctly customer may risk an infection or experience mal odour. Staff to support with diabetes management by ensuring healthy foods

#### Central Bedfordshire Council

Prory House, Monks Walk  
Chicksands, Shefford  
Bedfordshire SG17 5TQ

**Telephone** 0300 300 8000

**Email** [customer.services@centralbedfordshire.gov.uk](mailto:customer.services@centralbedfordshire.gov.uk)  
[www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

are purchased and to remind customer to attend appointments. Medication risk assessment in place which states customer requires prompting to manage medications safely.

Information on gastro-oesophageal reflux and Eatwell guidance included in customers care folder for reference. Environmental risk assessment in place which notes there is a dog in the property. Advised provider to complete a diabetic care plan to guide staff to look for any signs and symptoms which may warrant medication attention. Copy of diabetic care plan was provided following quality visit.

Consent for care and treatment, administering first aid, call for ambulance/paramedics, obtain prescriptions, arrange to be taken to A&E, enter the property, use key safe, sharing information, - form is signed and dated.

Daily logs – detailed entries recorded, which are legible and reference customers' mood.

BSU Information on file with the following care calls noted:

Monday 2hrs am  
Tuesday 1hr am  
Wednesday 2hrs am  
Thursday 1hr am  
Friday 2hrs am  
Saturday 1hr am  
Sunday 1hr am

Contact information

Customer has CQC, CHC, Local Ombudsman contact details included in his support plan information. This also includes contact information for professionals involved in customers care, such as GP, mental health professionals.

**Customer Experience and observations:**

Customer feedback has been gained from CBC customer PH and feedback was positive.

**Staffing:**

Manager confirmed that he has a total of 17 staff who have received training and have DBS checks completed. He reported that most of his staff are student nurses.

2 x Staff Files Reviewed.

**GW** - application form in place, id in place (student leave to enter to work 20hours max- valid till 30/1/24). Interview notes, DBS in place from 18/10/21. References given by a JP and DS however how they are known to the staff member is not recorded, no address or contact number included for the referees on file. Application lists references for people abroad. 1 reference in place from abroad by a Dr. PPE audit completed on 12/11/2021 to ensure staff members are compliant with PPE. Employment contract signed/dated. Induction completed, signed and dated – confirms role, responsibilities explained, three shadow shifts provided and

care certificate training completed. Code of conduct and employee handbook provided to worker which has company policy and procedural information. Staff have access to e learning. Part of induction had three days face to face training in the office. Health questionnaire completed. Care certificate completed which includes M&H safeguarding, medication, food, safety, first aid and person centred practice. Handwashing competency check done. Medication competency completed and a medication observation has taken place. Confirmation from HERTS Uni that staff member is a student. Vaccine evidence on file.

**BD** – application on file but reference information not recorded, photo id in place, right to work valid till 30/9/22, copy of national insurance number, interview view notes, health care questionnaire, care certificate in place completed 7/2/21. Evidence mandatory training completed for manual handling, infection control, safeguarding, food hygiene, medication and fire safety. PPE training certificate in place. Address id in place. Reference form completed by two different people (AM and DB) which is signed and dated but does not say how the named references know the staff member. DBS certificate copy in place dated 18/5/21. Induction checklist in place explaining role/responsibilities, policy information, confirmation employee handbook provided, rules explained (timekeeping/dress code) and terms and conditions of employment explained. A medication audit has been completed. Handwashing competency assessment completed. Employment contract signed and dated. PPE observations completed. Induction schedule listed with 3 full days in the office and 3 shadow shifts provided. Job description in place. Medication observations completed. Vaccination status recorded on file.

**DE** – who is the worker that mainly supports the 1 CBC customer (PH) evidenced that he has had two supervisions on 12/10/21 and 20/01/22 and all mandatory training had been completed.

No one has reached annual appraisal yet – no probations as staff are on zero hours contracts.

Training matrix reviewed and it would appear staff have received mandatory training and copies of certificates are recorded on staff files.

#### **Environment:**

Environment risk assessment for the building – landlord is responsible for maintenance and servicing of the building.

#### **Management and Governance:**

Call monitoring arrangements – currently manual call monitoring arrangements are in place where carers are required to handwrite their call times and text the manager to confirm they are with the customer.

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Rota – completed two weeks in advance and copy given to customer

BCP – includes contact details for all 3 local authorities (CBC/LUTON/HERTS) and includes out of hours contact information. Lists IT failure, fuel shortage, adverse weather, recruitment/retention issues etc.

Service user guide is detailed and comprehensive, includes the contact information for the provider and the company's complaints policy.

Liability insurance in place with surewise.

CQC certificate in place date of registration is 11/2/21 and registered manager name (Onyemauche P Mbonu) recorded.

On call arrangements – manager is responsible for and taking out of hours calls. Number is displayed in the service user guide for all customers to see. Daytime number is the same as the evening number.

Staff meeting – took place 30/12/21 and 18/02/22. Minutes evidenced where customers, infection control and adherence to policy is discussed, However names of which staff members attended were not listed.

CQC folder – evidence CQC notifications

Complaints – no complaints received as yet.

SOVA folder – copies of alerts saved and associated correspondence also included.

Training matrix in place which evidences staff have completed mandatory training.

### **Improvements / Risk identified**

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- When character references are taken address/contact information and how they know the person should be recorded.
- Need to write staff members name on meeting minutes to confirm they were in attendance.

### **Comments:**



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**Actions for Provider:**

<b>Issue</b>	<b>Assigned to</b>	<b>Complete by</b>

**Notes written by: Sukhi Kaur**