

Annual Report **2014**

The Beeches Residential Home

CONTENTS

	Page
Mission Statement.....	3
Reference and Administrative Details	4
Directors Statement.....	5
Introduction.....	6
Annual Quality Assurance Report	8
Quality Indicators.....	8
1. Monthly Monitoring	8
2. Service User, Staff and Stakeholder Surveys	9
3. Health and Safety.....	13
4. Reportable Events.....	14
5. Complaints.....	14
6. Medication.....	14

Mission Statement

The Beeches Professional and Therapeutic Services Limited are committed to the design, organisation and provision of high quality, person-centred services which meet the diverse needs, personal aspirations and goals of people with a learning disability.

Reference and Administrative Details

Company Name

The Beeches Professional and Therapeutic Services Ltd

Legal Status

The Beeches Professional and Therapeutic Services Ltd are constituted as a company limited by shares. Company no: NI028742.

Head Office

9-11 Lurgan Road
Aghalee
Craigavon
Co. Antrim
BT67 0DD

Auditor J.R. McKee & Co
Ratheane House
32 Hillsborough Road
LISBURN
Co. Antrim
BT28 1AQ

Bank Danske Bank
Donegall Square West
BELFAST
BT1 6JS

Solicitor Mills Selig Solicitors
21 Arthur Street
BELFAST
BT1 4GA

Directors Statement

Principal Activity

The Company's principal activity is providing high quality health and social care services to adults with a learning disability.

Critical to this activity is the need to evaluate the quality of our service delivery to the service users. The information presented in this report covers the calendar year 2014. The home's routine quality assurance processes allow for continuous review, intervention and follow-up on issues of concern in a timely manner. Additionally, the aggregation of information in this report facilitates the identification and analysis of important patterns and trends. Subsequent reports will build on this data set to evaluate the performance of the service over time.

The quality indicators described seek to reflect the home's achievements as well as identify areas for improvement. It is important to note that the indicators presented here should only be looked at as a starting point for evaluating the service's quality. No single measure in this report should be taken as a fundamental assessment of the performance of the service. This data should only be considered in the overall context of the qualitative as well as quantitative information sources available.



James Wilson

Director

The Beeches Professional & Therapeutic Services Ltd

May 2015

Introduction

Purpose

This report has been prepared in compliance with Regulation 17 (1)¹ and standard 20.12 (DHSSPS, 2011²) from data gathered on the care provision and daily management of The Beeches Residential Home. The information covers the period 1 January 2012 to 31 December 2012.

Service Profile

The Beeches Residential Home is a 34 bedded, purpose-built home providing accommodation (permanent, no respite) and in-house day care provision for residents only.

The home is registered (ref: 1580) for adults with a learning disability under the following categories of care:

LD

LD (E)

The home employs 91 staff (31 December 2014). Staffing levels and skill mix have been developed to meet the dependency levels and assessed needs of the residents. Day and night duty staffing levels are in excess of the recommended minimum levels (RQIA, 2009³).

Grade	No.
Registered Manager	1
Deputy Manager	7
Senior Support Workers Level 2	5
Senior Support Workers Level 1	13

¹ The Residential Care Homes Regulations (Northern Ireland) 2005

² Residential Care Homes Minimum Standards (DHSSPS, 2011)

³ Staffing Guidance for Residential Care Homes (RQIA, 2009)

Grade	No.
Support Workers	47
Auxiliary (Catering, Housekeeping, Laundry & Driver)	15
Administration	1
Day Care	2

Staff turnover during 2014 was 23% (n=21). 71% of leavers were Support Workers.

Annual Quality Assurance Report

Procedures

The home routinely employs a range of quality assurance procedures to ensure our practice comply with our own procedures and statutory minimum quality standards.

- Monthly monitoring visits
- service user survey
- stakeholder survey
- staff satisfaction survey
- Internal audits; human resources, infection prevention and control, health and safety, support plans, medication, estates, accident and incidents
- Service user meetings
- Notification monitoring
- Complaint monitoring

Except for the monthly monitoring that is carried out by a representative of the registered provider, responsibility for other routine monitoring and auditing of the care and management the home rests with the registered manager, Mrs Roisin McClenaghan RNMH.

In addition to the internal processes the home is subject to the statutory RQIA monitoring and inspection regime. Reports can be provided on request to the registered manager or by visiting the RQIA website: www.rqia.org.uk

Quality Indicators

The information presented was collected over the period 1 January 2014 to 31 December 2014

1. Monthly Monitoring

Below is a summary of the monthly monitoring information collected during 2014. The information is collected via face to face interviews with staff, service users and

other stakeholders e.g. relatives, statutory health and social care staff, examination of records and visual inspection of the home.

The complete monthly reports can be provided on request to the service.

Month	Interviews			Significant Events
	Service Users	Relatives Visitors	Staff	
January	2	5	2	1 Reportable Event Human Right and training implemented 27/01/14 Access NI audit Equality Commission audit
February	3	2	2	4 Reportable Events
March	3	6	2	5 Reportable Events
April	2	2	3	
May	3	1	1	1 Reportable Events
June	3	3	2	7 Reportable Events
July	2	2	2	6 Reportable Events
August	2	4	2	8 Reportable Events
September	3	2	2	Announced Primary Care Inspection (ref: IN020410)
October	3		1	19 Reportable Events Unannounced Pharmacy Inspection (ref: IN18491)
November	2	1	2	6 Reportable Events
December	3	3	2	6 Reportable Events

2. Service User, Staff and Stakeholder Surveys

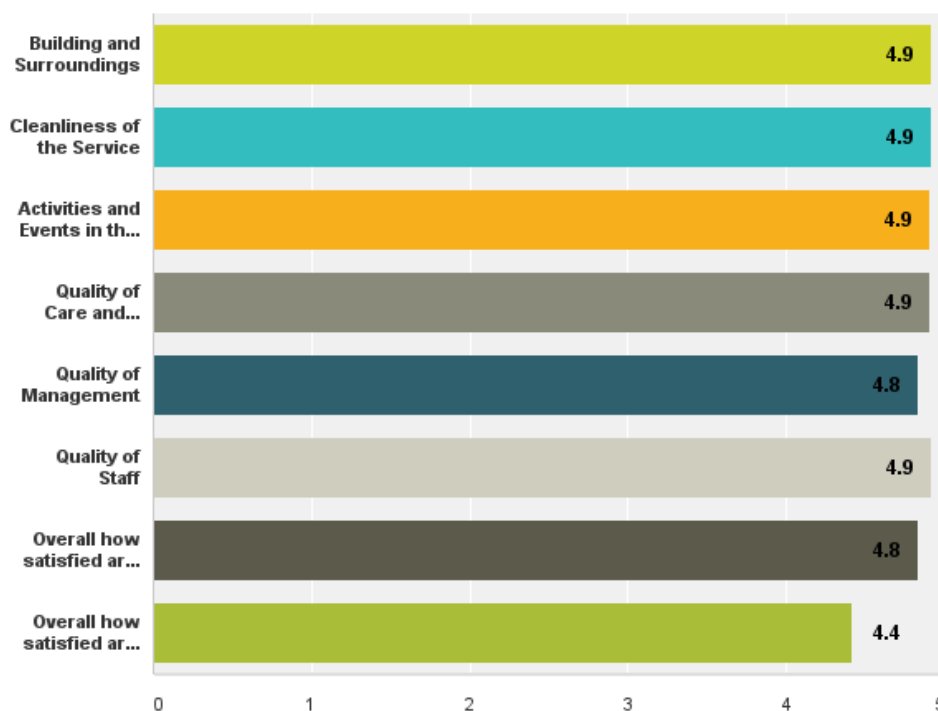
Stakeholder

A company-wide Stakeholder survey was carried out in 2014. Responses specific to the Residential Home (12) comprised 16% of the total responses received (n=73). All respondents identified themselves as relatives of a service user.

Feedback was sought across a number of broad areas of service quality; Environment, Cleanliness, Activities and Events, Care and Support, Management, Staff, Communication and Overall Satisfaction. Respondents were asked to score the home from 1-5 in each of these categories with 1= Poor and 5 = Excellent. Average score: 4.81% (range 4.4 – 4.9). The table below illustrates the results for the Residential Home.

Q4 Please give us your opinion on the following attributes of our Service;

Answered: 12 Skipped: 0



Service User

A company-wide Service User survey was carried out in 2014. Service users were asked 36 questions arranged under the following categories; Some Information About You, Your Views About The Staff, Involvement In Your Home, Your Concerns, Your Support Plan, Your Daytime Activity and Transport, Inspections, Your Home.

Residential Home service users reported very high satisfaction levels across all categories of care. No significant complaints or concerns were raised and the qualitative information provided indicated very high overall satisfaction with the service provided.

Staff

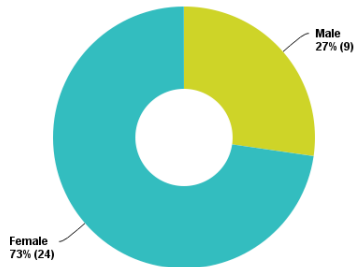
A company-wide Staff Satisfaction survey was conducted during 2014. 36% of the staff in the Residential Home (n=33) responded. The results indicated a high level of satisfaction with job and the organisation generally. Staff were asked to indicate their level of satisfaction with; care delivered, training, professional development, management support and supervision, and raising concerns. Data on gender distribution and length of service was also gathered.

High satisfaction levels were reported across all areas. Staff retention rate was good; 60% of respondents had length of service of more than 5 years, 75% of respondents had been employed at the home for more than one year. The table on the next page illustrates the results for the Residential Home.

Residential Home Staff Survey Results

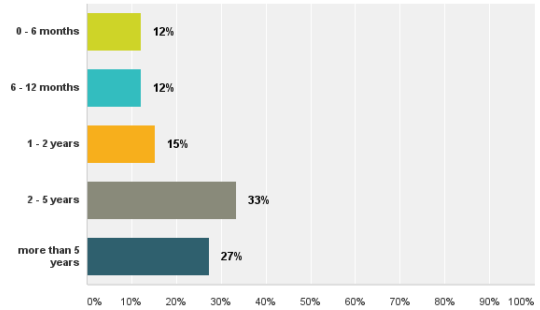
Q1 Gender

Answered: 33 Skipped: 0



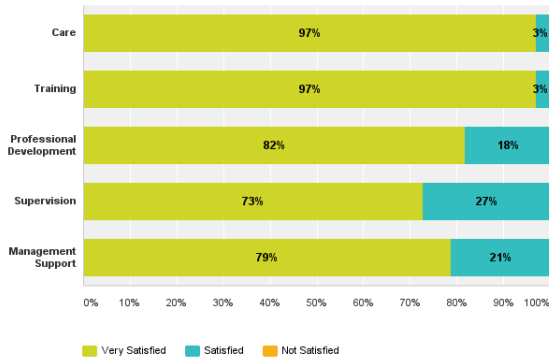
Q2 How long have you worked at the Beeches?

Answered: 33 Skipped: 0



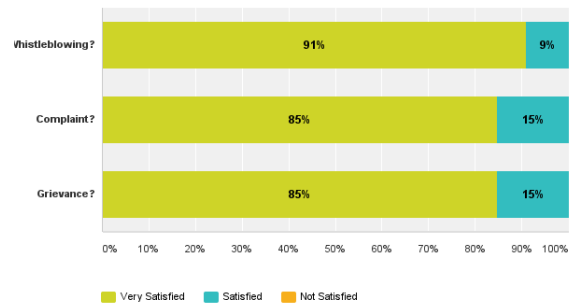
Q4 How satisfied are you with...

Answered: 33 Skipped: 0



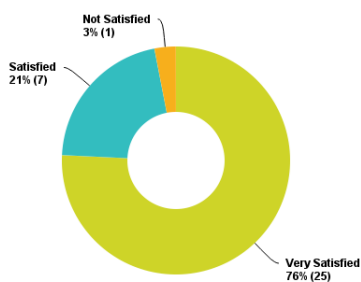
Q5 How satisfied are you that management will deal effectively with the following issues...

Answered: 33 Skipped: 0



Q6 Overall, how satisfied are you working at the Beeches?

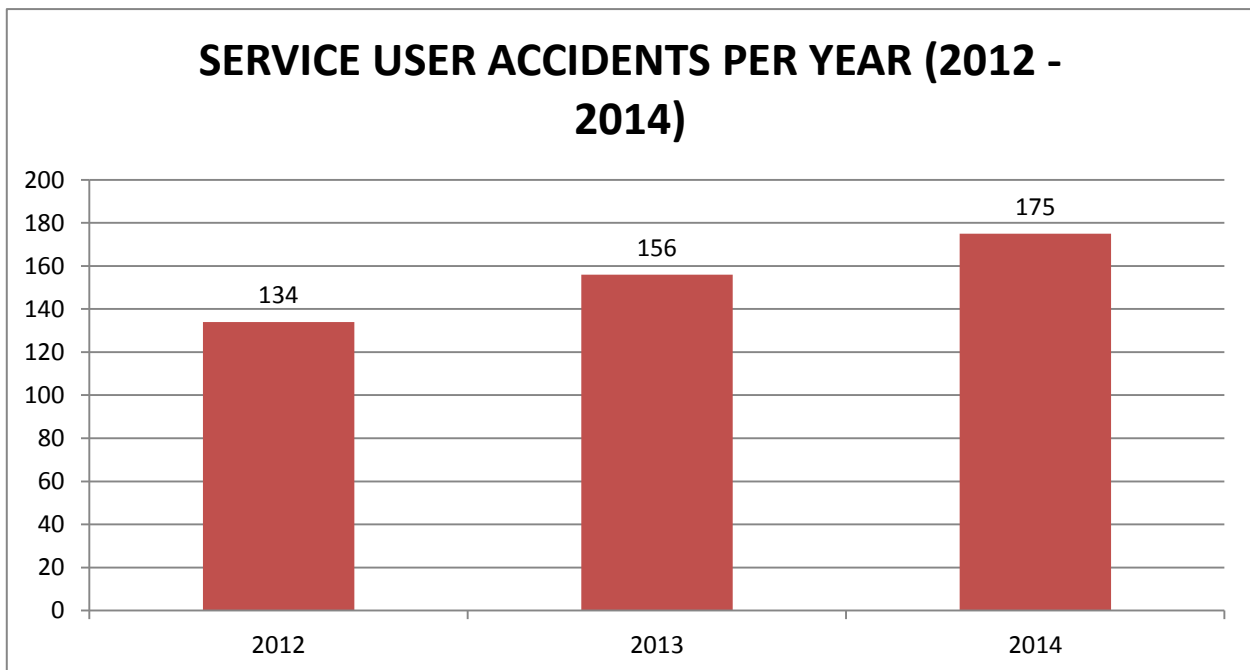
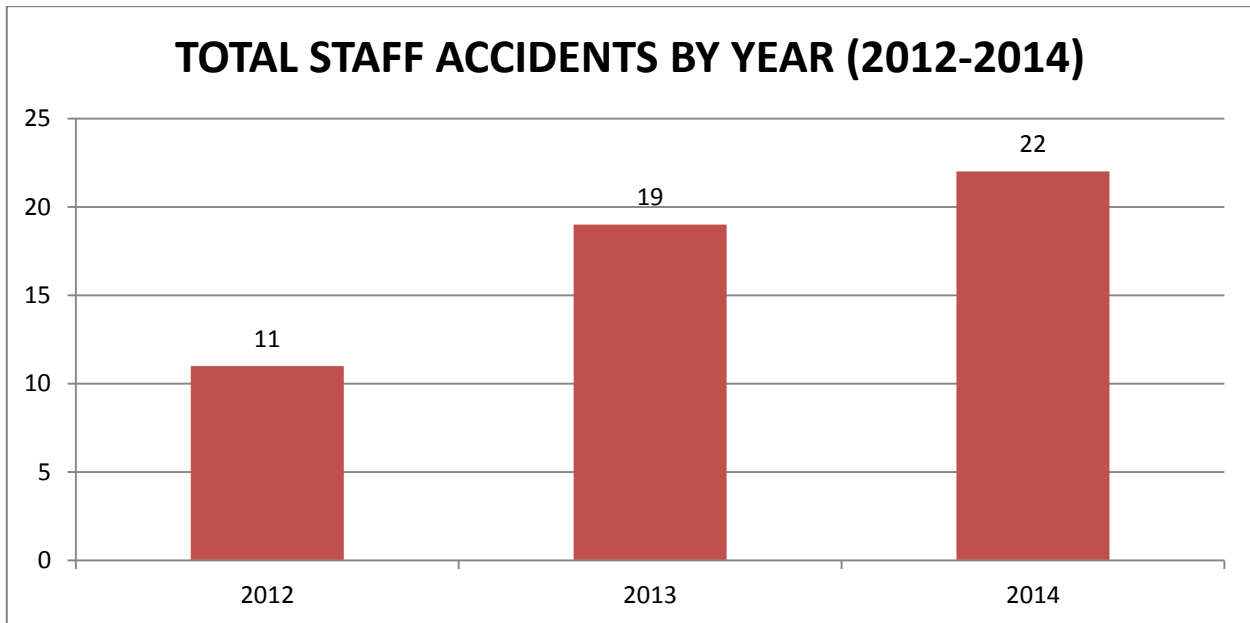
Answered: 33 Skipped: 0



Complete survey reports can be provided on request to the service.

3. Health and Safety

The graphs below illustrate staff and service user accidents for the last three calendar years. No reports were made to HSENI⁴. No service user accident required medical intervention (GP visit or hospital admission).



⁴ RIDDOR (NI) 97 Reporting of Incidents, Diseases and Dangerous Occurrences Regulations Northern Ireland, 1997 Health and Safety Executive Northern Ireland

4. Reportable Events

RQIA

63 statutory notifications (Form 1a) were made to RQIA during 2014.

Trust Adverse Incident Reports

60 Adverse Incident Reports were made to a HSC trust during 2014.

5. Complaints

No complaints were recorded during 2014.

6. Medication

The home operates a 28 day supply Monitored Dosage System (MDS). The dispensing pharmacy is Boots Pharmacy, Dromara.

Medication working practices are systematically audited to ensure they are consistent with the service's documented policies and procedures and action is taken when necessary.

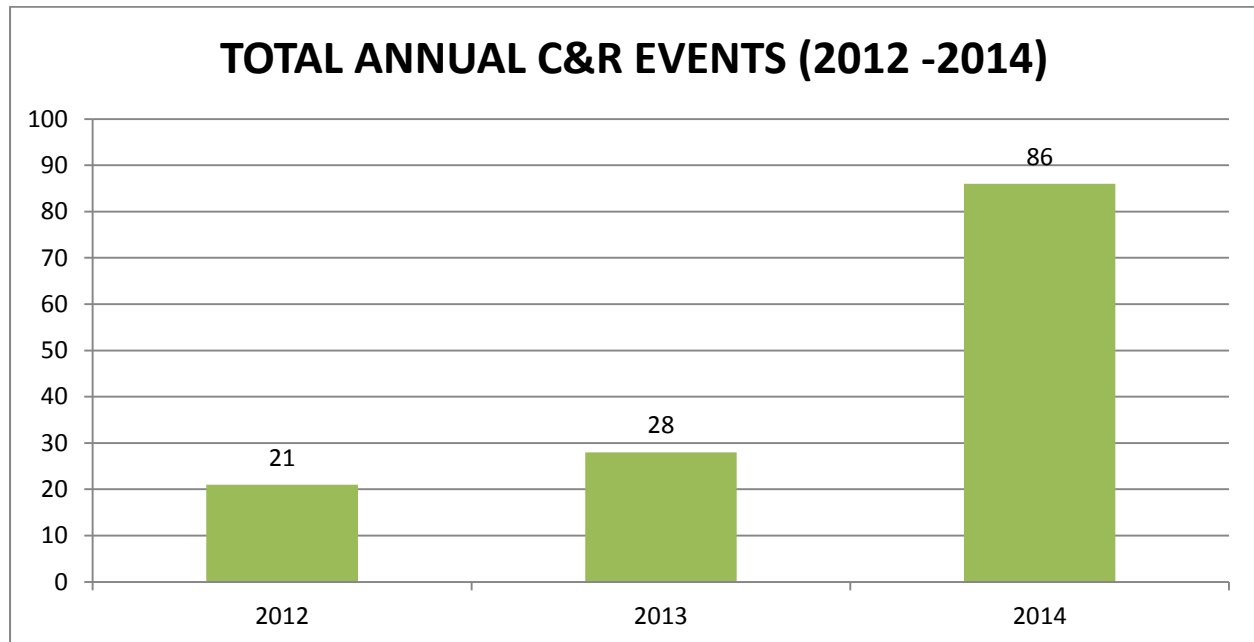
Three periodic audits were carried out in 2014 (01/02/14, 24/05/14, and 11/10/14) and indicated 100% compliance with documented procedures and records management.

An unannounced Pharmacy Inspection by RQIA was carried out on 7 October 2014 with 4 recommendations resulting.

7. Restrictive Practices

The service has a principle aim of delivering its service to residents with challenging behaviour. A significant challenge to services is managing physically violent behaviour and self-injurious behaviour. While these behaviours have distinct antecedents and methods of long-term management the immediate consequences for both events are potentially very serious injury to person or persons.

In this context the service does employ physical intervention techniques for the immediate management of these events. The graph below illustrates the frequency this type of intervention over the last 3 years.



64% (n=55) of these incidents occurred with one resident in a four month period (February – May). Following intervention the resident only experienced one other incident for the remainder of the year.