



Friends of the Elderly

scie social care institute for excellence

Richard Macintyre and Steve Palmer

Partnership, a Journey of Improvement

Friends of the Elderly & Social Care Institute for Excellence

NCF Managers Conference
7-8 November 2016

NCF
THE NATIONAL CARE FORUM

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Friends of the Elderly

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Partnership, a Journey of Improvement
Background and Timeline

- December 2015 CQC inadequate rating at The Lawn Care Home, Alton, Hampshire (special measures).
- Hampshire County Council raised concerns about safeguarding, Deprivation of Liberty Safeguards (DoLs).
- Meetings with Adult Safeguarding and Regional CQC Managers.
- FotE co-operated fully with formal requests for information and put together a comprehensive action plan for the ASG Hampshire Board.
- All departments within FotE worked together to produce an action plan.

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Partnership, a Journey of Improvement

Background and Timeline

- Staff at the home played a big part and FotE could not have carried out the improvements without them.
- Staff pulled out all the stops and stayed with us instead of leaving to go to other providers.
- All shared our "vision" as a 'learning exercise' and to put things right for the service users.
- The vision was to move from 'Inadequate' to 'Requires Improvement' and then to 'Good.'



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Partnership, a Journey of Improvement

Background and Timeline

- January 2016 Local Adults Safeguarding Board reviews undertaken.
- Establishment of a Quality Improvement Team (February 2016). Now a team of 7.
- March 2016 - All safeguards - Closed.
- FotE had addressed all concerns raised as safeguards.
- FotE came to understand the wider context of what had happened.



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Partnership, a Journey of Improvement

Background and Timeline

- Senior Management Team met with all staff, residents and family members.
- Apologised to all for letting service users and family down.
- Shared the CQC interim report across the organisation and families at The Lawn.
- Kept all informed on the progress against the homes action plan.
- Chair scheduled 1:1 meeting to address any specific concerns with staff and families.
- FotE invested time to deliver the action plan.

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Partnership, a Journey of Improvement

Partnership with SCIE established safeguarding approach to include:

- Co-production and embedding of new policies and procedures.
- Establishment of a Concerns Helpline facilitated by SCIE (10/10/16).
- SCIE undertook a full review of FotE's care planning documentation.
- FotE established a care planning focus group to review all CP documentation.
- Revision of all procedural processes.



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Partnership, a Journey of Improvement

Partnership with SCIE established safeguarding approach to include:

- Introduction of a systematic, competency- based approach to training.
- Review and increased recording and reporting systems to centre (HQ).
- Introduction of a Safeguarding Adults Sub-Committee, SCIE, trustees, relatives and residents.
- Safeguarding on all management, supervision and team meeting agendas.
- Annual safeguarding review with SCIE and Quality and Improvement Team (Q&I).



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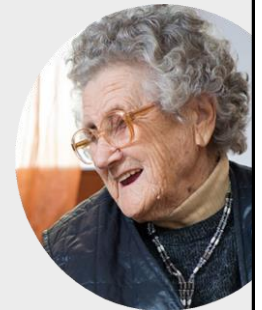
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Partnership, a Journey of Improvement

Outcomes from Partnership with SCIE

- Service users and relatives feel safe in our services.
- Staff have a better understanding of safeguarding in relation to types of abuse or concerns.
- Staff know how to report if they suspect abuse.
- Relatives know how to report safeguarding if they suspect abuse or concerns.
- FotE's Internal Directorates are aligned to overall responses to safeguarding.



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Outcomes from Partnership with SCIE

- CQC re inspected The Lawn in July 2016, moved us from 'Inadequate' to Good.
- The inspector reported:

"Care plans had been written and are clear about risks and care that should be delivered by staff."

"People said they felt safe. Staff had received safeguarding training and were able to explain how to protect people from abuse or suspected abuse".

"A positive attitude and open culture exists within the home."



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Outcomes from Partnership with SCIE

- Service users said:

"Yes, I feel safe enough, absolutely"

"Yes, I feel safe and secure here"

"Yes, I feel happy that there is nothing here to make me feel unsafe"



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Partnership a Journey of Improvement

Positive effect working with SCIE:

- Palpable effect felt across the whole Charity.
- Everyone from The Board of Trustees, directors, managers, staff, relatives, and Service Users feel positive about how the effect of working in partnership has been.
- It is 'doable' for the charity to step up to the plate and do the 'heavy-lifting' and turn a negative event into a positive improvement.
- Working with SCIE and working together has insured continual improvement for internal and external communications across all services.
- The journey of improvement continues - we are in safer place with peace of mind.
- FotE sees the positive tangible effect in performance, quality, compliance and improvement.



Partnership a Journey of Improvement

Learning outcomes working with SCIE:

- Improvement programme covered all 14 care homes plus 8 home care services.
- Improvement also covered Day Care and Volunteer Befriending Services (unregistered services).
- Amended the template and process for care planning.
- Roll out of new safeguarding strategy and procedures.
- Improved consistency for forums and documentation.



Partnership a Journey of Improvement

Learning outcomes working with SCIE:

- Revised training, supervision and management practices, embedded safeguarding into the culture.
- Found new ways to communicate safeguarding issues to service users, families and other stake holders.
- Upgraded monitoring and incident reporting systems.



Partnership a Journey of Improvement

Learning outcomes working with SCIE:

- And finally from a recent visit (19/10/16) service users reported:

"Staff are very caring here"

"I am respected here"

"I can do things I like, I have choice and can make decisions"

"I know who to go to if I have a problem or concern"

"The food is very good"

"I am cared for in the right way"

"I am involved in my care and my care plan"

"I was recommended to come here"

"The home has a good reputation in the area"

"The grounds are lovely and the place is well kept"



Who we are

Founded in 2001, SCIE is an independent charity whose vision is to improve the care of adults and children by being:

- Innovative and customer focused.
- Enterprising and expert.
- Co-productive and collaborative.
- Having impact because of the reach of our digital platform.



Social Care Institute for Excellence

SCIE improves the care of adults and children by being:

- Innovative and customer focused
- Enterprising and expert
- Co-productive and collaborative
- Having impact because of the reach of our digital platform.

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How our service went from a rating of inadequate to good

By Steve Allen, Chief Executive of Friends of the Elderly

Featured article - 18 October 2017

Last year we at Friends of the Elderly (FoE) failed an inspection from the Care Quality Commission (CQC). In December 2015, the inspection resulted in a series of actions being taken by the CQC and the Local Authority based on concerns over safeguarding in one of our care homes. As a result, the home was put into Special Measures by the CQC and received an 'inadequate' rating. Eight months later, CQC revisited the care home and gave it a 'Good' rating. This level of turnaround is not common and there are lessons we



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Investors in People
Silver award



Mental Capacity Act (MCA) resource

Information, guidance, and accredited training for care and health staff to support, protect and empower people who may lack capacity.

Mental Capacity Act: an introduction

Accredited MCA training courses being held in London, Bristol and Manchester. £125

[Book now MCA: an introduction](#)



News

When the Mental Capacity Act comes to stay

Blog by Lorraine Currie, National Mental Capacity Forum member

Councils turn to 'desktop assessments' as DoLS backlog hits 100,000

Community Care 4 October 2016

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Introducing the MCA

Why the MCA matters to everyone working in care, health, housing and other



MCA in practice

Guidance on assessing capacity and supporting decision making



MCA training

Accredited training, open or tailored courses, plus free learning resources.

"I thought the training was fantastic. Clear, informative and enjoyable. Feel much more confident about the MCA."

Nurse advisor

A great course. Takes legislation and makes it real and relevant"

Delegate on SCIE's Mental Capacity Act course



Our reach in 2015/16

We reach people through our digital platform:

- **2.3 million** web users (+26%)
- **3.4 million** sessions (+33%)
- **167,000** registered with My SCIE (+30%)

We train in the workplace:

- **6,000** staff in local authorities
- **91%** say resources were helpful
- **86%** say training was useful



SCIE

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Thank you

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