



# Person Centred Quality Audit Report

## Mi Casa

**November 2009 – February 2010**

### **Introduction**

Mi Casa was opened as a Supported living Service in January 2006 and accommodates 4 young adults all of whom are diagnosed with Autism who had all attended post 16 residential education provided by Hampshire Autistic Society (HAS).

The property was purchased and furnished by Hyde Housing Association (HHA) which acts as Landlord to the residents. Support to the residents is provided by the Society and in partnership with HAA there is the common purpose of ensuring residents are supported to maintain their tenancy, home, and wellbeing.

The aims of the audit were to assess how well the Society supports individuals to fulfil their potential and to identify opportunities that could further enhance their quality of life. A subsidiary aim was to review the suitability of using this approach to audit services for people within the autistic spectrum.

Mi Casa presents itself as a well managed and successful service that achieves positive outcomes for the four people living in it. As the audit was taking place one of the residents was being supported with a transition into his new home on the Isle of Wight and the process of selecting a new resident was beginning with the current residents.

### **The Audit Team**

The audit team comprised:

**Rachel Jefferson** – Team Leader. The Senior Manager domiciliary Services (HAS) and reasonably new enough to the Society to manage the audit process and its findings objectively.

**Jenny Perry** – Team Leader, Hampshire County Council Supported Living Team. There were 4 main reasons for selecting Jenny; 1) as an external professional with responsibilities for developing services across Hampshire; 2) to bring a professional

independent perspective to the audit process; 3) to give full transparency to the process; 4) to open dialogue around practice and methods of best practice.

**Craig Eager** – Independent Service User. Craig lives in a similar supported living setting and knows all of the residents living at Mi Casa. His input was invited to help the team try and establish a good comparison between the 2 settings.

**Maureen Aplin**- Independent Visitor. Maureen was invited to join the team because of her existing independent visitor status and her former position within HAS as deputy head teacher of HLS. Through these roles she has knowledge of some of the residents prior to them moving into Mi Casa.

**Jackie Harvey**- Outreach. In addition to Jackie working in Outreach she is also the parent of a person HAS supports in Adult Services and so her involvement in the team brought both a professional and a parental view, plus providing her with an insight into alternative housing & support solutions for people with Autism.

**Maude Charles**-Assistant Senior Manager Residential Education. Maude has a very thorough understanding of HAS, its support philosophy, and its values. She has worked in both adult and children's services. As well as bringing her expertise to the team the audit into Mi Casa provided a learning opportunity for her to gain a more complete insight into what supported living is and how it operates.

**Sue Uwins**-Assistant Support Coordinator Chessel. Sue was selected as she was an assistant in a similar service and therefore actively auditing Mi Casa was to bring her a good insight into alternative practice and the opportunity to compare and take back to her own service good ideas and ways of working to help develop the team at Chessel.

**Jagdeep Holloway** – Support Worker. Jag had worked in both children's and adult services and we invited her to take part in selected activities of the audit during her 'hands off' time prior to maternity leave. Jag also undertook administration tasks for the team.

**Raluca Matel** – Admin Support. Raluca was in a period of 'hand off' time and ideally placed within the Southampton Locality office to support the administration of the audit.

## **Main Findings**

The overall outcome of the audit confirmed that residents living in Mi Casa are well supported to reach their desired goals and that this is achieved through the active use of person centred planning. There are however some difficulties around residents understanding of the tenancy agreement and their responsibilities within it.

Residents are being well supported to undertake a range of activities of their own choosing, consider risks and be healthy and safe, develop their independent living skills, sustain positive relationships with their landlord and ensure Mi Casa is kept clean and well maintained.

The audit has helped to identify areas where the support provided by staff is working well and should continue to:

- Support residents in their decisions
- Support residents to maintain appropriate relationships
- Maintain good relationships between residents
- Support residents with offsite activities

- Support residents with their communication
- Support residents to identify their own needs
- Be knowledgeable about the documentation especially BSP's
- Provide consistency of approach

Areas where staff skills could be further developed include understanding tenancies, finances including welfare benefits and the process for service users to access information about them.

The audit team interviewed all four residents five staff members and the Support Co-ordinator. However despite a number of attempts, there was very limited input to this audit from other members of the residents' circle of support – one set of parents; no care managers; two members of external organisations that support residents. Records held at the main office and in Mi Casa were also inspected to verify the comments made and interactions between staff & residents were observed on several occasions by different members of the audit team. Two recorded examples during these observations were as follows:

*I observed staff supporting X at his circle of support meeting and I was impressed as the support given was very natural and discreet. The staff recognised his stress and responded in a very reassuring manner – “ it's ok to wander away now and come back when you feel better.*

*I went to Mi casa to do an observation and I saw support being provided that was just right, very unobtrusive, reassuring and calm.*

Whilst collating and analysing the information gathered from the audit we felt there would be added value in running a comparison of our findings with the Hampshire County Council 10 Outcomes for People – Self Directed Support. These are:

- I am able to manage the day to day running of my home life
- I have my personal care done in a way that suits me
- I am able to get new or maintain the relationships I already have
- I am able to take part in activities in my local area
- I am able to learn new things or get a job
- I feel safe at home and have the right support/equipment to stay safe
- I get help so that I don't hurt myself or others
- I am able to get enough to eat and drink
- I am able to get help to make decisions when I need it
- I am able to get support when I need it

Though the eight areas of the HAS audit do not match the 10 outcomes exactly, we are confident that we identified, and have presented in this report, sufficient evidence to demonstrate that the people living in MiCasa are being supported to achieve these 10 outcomes.

## **Main Recommendations**

Based on information gathered throughout the audit process, which is provided in more detail in the main report, the main recommendations made by the audit team are reflected here under three headings, The Service at Mi Casa, The Process and The Audit Tool.

### **The Service at Mi Casa needs to:**

- Ensure timely communication with parents and a consistent approach to communicating with external agencies.
- Ensure that as Individual Learning Support Framework (ILSF) is introduced that

support plans and Person Centred Plan's (PCP's) are reviewed more frequently through the monitoring process to keep them relevant.

- Deliver a briefing session for staff on how they need to support residents to access information if asked.
- Support residents to participate in Health & Safety audits
- Develop methods for enabling residents to report their own maintenance issues to the landlord.
- Explore ways of supporting residents and staff to understand the tenancy agreement and their responsibilities
- Train staff to understand the benefit system, entitlement criteria and how to support a resident to access it.
- Consult with parents and explore the possibility of staff becoming more involved in supporting residents benefit claims/entitlements
- Review communication needs/methods with residents to help develop their knowledge and ability to participate in and understand more about things that go on around them.

#### **The audit process needs to:**


- Improve the means of support to the independent service user at the time of undertaking the activity and ensure the person providing the support is empowered to postpone the activity if the circumstances are not right.
- Consider different ways of conducting the audit: 1) offer more structured approach to conducting interviews with staff and parents to enable interview dates and location to be set and advertised in advance and, for these to be preceded by observations. In this way the number of interview questions will most likely be reduced and become much more targeted at specific issues which have either arisen from observations, or will help establish information about areas that have not been observed. 2) Move away from the more formal approach of interviewing staff and parents and run facilitated workshops which may be less onerous on both the staff, parents, and auditors but still provide the information.
- Consider, set and monitor a budget for the audit process to account for the hours required of auditors to take part, mileage costs and refreshments for training and planning days.
- To avoid duplication and encourage a higher number of respondents in the audit it would be advised to schedule the audit outside of the time frame of other information gathering events such as Care Quality Commission/OfSTED questionnaires and HAS surveys.
- Remove the external partner questions ( though not the care management ones) and write in the requirement for observation in these settings

#### **The audit tool needs to:**

- Involve the Speech and Language/Communication therapists at the earliest stages of the audit planning to ensure the appropriate translation to easy read documents, or to lead on the development of pictures/symbols and other communication aids relevant to the specific group of service users.
- Build into the questionnaires ample space for capturing answers.
- For future audits the audit tool should be used as framework with the team ensuring that appropriate questions are asked for each area being audited.
- Consider the flow of questions.

A copy of the full report is available from the Hampshire Autistic Society

#### **Person Centred Audit Summary**

<p><b>People</b> <i>What we do well</i></p> <ul style="list-style-type: none"> <li>• Encourage and support residents to maintain relationships with friends, each other and families</li> <li>• Promote good health &amp; well being through supporting access to health services and recreational opportunities.</li> <li>• Links are maintained by staff to external agencies involved</li> </ul> <p><i>What could be better</i></p> <ul style="list-style-type: none"> <li>• Timely and consistent communication with parents and external agencies.</li> </ul>	<p><b>Requirements</b> <i>What we do well</i></p> <ul style="list-style-type: none"> <li>• There are detailed support plans and PCP's in place that demonstrate choice and involvement from residents.</li> <li>• There are strong and respectful relationships between staff and residents.</li> <li>• Residents comments: "do not need anything else" "independence is the best thing about life"</li> </ul> <p><i>What could be better</i></p> <ul style="list-style-type: none"> <li>• Staff capture any informal reviewing of Support Plans and Person Centred Plans to reflect the small steps of the journey</li> </ul>	<p><b>Activities</b> <i>What we do well</i></p> <ul style="list-style-type: none"> <li>• Residents are actively encouraged to structure their day/week and undertake a full range of activities in the house and community.</li> <li>• Residents' choice on how to spend their time takes priority</li> <li>• Person Centred Planning is fully implemented at MiCasa</li> <li>• Support residents to understand consequences</li> </ul> <p><i>What could be better</i></p> <ul style="list-style-type: none"> <li>• Approaches staff apply to ensure residents are fully informed about choices available</li> </ul>
<p><b>Information</b> <i>What we do well</i></p> <ul style="list-style-type: none"> <li>• Signed consent to hold and share information is in place for each resident.</li> <li>• Storage of information complies with Data protection standards.</li> </ul> <p><i>What could be better</i></p> <ul style="list-style-type: none"> <li>• Staff understanding on entitlement and procedure for residents to access information.</li> <li>• Regular reviews of the information shared with others to ensure residents' confidentiality is respected.</li> </ul>		<p><b>Staff</b> <i>What we do well</i></p> <ul style="list-style-type: none"> <li>• Staff are knowledgeable of the residents they support</li> <li>• Regular supervision &amp; team meetings take place and training needs met.</li> <li>• Residents are supported to provide feedback about the workers and choose who supports them.</li> <li>• There is consistency when using relief workers</li> </ul> <p><i>What could be better</i></p> <ul style="list-style-type: none"> <li>• Liaison with parents when likely to have higher usage of relief workers</li> </ul>
<p><b>Finances</b> <i>What we do well</i></p> <ul style="list-style-type: none"> <li>• Encourage understanding of money and independence in managing it.</li> <li>• Discuss tenancy/house issues in regular house meetings</li> </ul> <p><i>What could be better</i></p> <ul style="list-style-type: none"> <li>• Residents and staff understanding of the tenancy agreement and its responsibilities</li> <li>• Residents and staff understanding of the benefit system and how to access it.</li> <li>• Possibility of staff becoming more involved in supporting residents' to understand and claim benefit entitlements</li> </ul>	<p><b>Health and safety</b> <i>What we do well</i></p> <ul style="list-style-type: none"> <li>• H&amp;S audits take place regularly.</li> <li>• Good relationship with the landlord.</li> <li>• Risk and Behaviour Support Plans in place to support residents choices and activities.</li> <li>• Links between staff and health professionals are in place</li> <li>• Staff trained in health &amp; safety policies, support residents to appreciate personal risks and safety.</li> </ul> <p><i>What could be better</i></p> <ul style="list-style-type: none"> <li>• Residents participation in H&amp;S audits to increase their awareness of health &amp; safety around the house.</li> </ul>	<p><b>Environment</b> <i>What we do well</i></p> <ul style="list-style-type: none"> <li>• Assist residents through tenants meetings/ key worker sessions to appreciate their surroundings and respect each other's private space.</li> <li>• Support residents with keeping a safe and clean house using a structured and fair approach so they each own the responsibility.</li> <li>• Maintain a good relationship with the landlord and ensure they fulfil their obligations to residents for the upkeep of the property.</li> </ul> <p><i>What could be better</i></p> <ul style="list-style-type: none"> <li>• Residents able to report their own maintenance issues to the landlord.</li> </ul>