

Ealing Adult Services Audit

Three service areas were reviewed in this exercise:

- ❖ **In-house re-ablement service**
- ❖ **An external Domiciliary Care Provider (Contracted Service)**
- ❖ **A Day Centre for older people**

In order for the audit to be objective, Peer reviews were undertaken

Two tools were piloted to assess dignity in Ealing

- 1. Royal Borough of Windsor and Maidenhead for day care services**
- 2. Warrington used for the external Domiciliary Care Provider and the in house re-ablement team**

The Day Care setting

Royal Borough of Windsor and Maidenhead tool was used because it

- ❖ **Used a set of standard questions that would enable assessment**
- ❖ **The responses could be easily collated and evaluated.**

What was good -Windsor and Maidenhead

The audit tool was very useful in that it covered -

- ❖ the ten principles of dignity in care**
- ❖ a wide variety of evidence such as systems, process, practice, discussions with staff and customers etc**
- ❖ useful for a peer reviews/external review**

Drawback of Windsor and Maidenhead tool

- ❖ It is a self-assessment audit, so may be difficult for a manager to remain objective
- ❖ Uses closed questions so additional open questions were needed to evidence staff understanding of policies and procedure
- ❖ Format made it difficult to work through; would have been easier to have sub-sections under each statement e.g grouping all questions on one area
- ❖ High volume of questions makes this time consuming
- ❖ There was limited customer involvement
- ❖ As the tool is so complex Ealing will develop a local tool

Suggestions on Windsor and Maidenhead tool

- ❖ **Could be adapted for use by organisation such as Links**
- ❖ **Staff questionnaire could be based on the audit tool with open questions to capture understanding and awareness of dignity in care. The questionnaires completed at supervisions meetings**
- ❖ **Or questionnaires could be completed electronically, then be collated to identify areas of improvement and good practice.**
- ❖ **Customer questionnaire could also be produced**
- ❖ **A useful tool to annually audit dignity in care principles within care home or day care services, would benefit by additional monitoring used throughout the year e.g.the Warrington tool which drills down to service provision issues.**

Conclusion on Royal Borough of Windsor and Maidenhead tool

- ❖ **Was useful to obtain an overview of dignity in care provided by the Day Centre. Indication of how dignity is translated into policies procedures, practice, staff and customer awareness**
- ❖ **Lots of information to work through**
- ❖ **Needed to add questions to capture understanding and awareness**
- ❖ **Could be adapted for use across a broad range of service areas**
- ❖ **It identified good practice and gaps/areas for improvement**
- ❖ **Ealing aims to adapt this into a simpler, more straight forward tool**

External Domiciliary Care Provider and the In-house Reablement Team

The Warrington Dignity in Care workbook was used to audit the External Domiciliary Care Provider and the In-house re-ablement service.

This tool was originally drafted for care homes and could have been used for day services.

Tool was modified so that dignity in the community could be audited.

What was good about Warrington tool

This tool was useful because:-

- ❖ **questions enable us to understand if services promoted dignity**
 - ❖ **The responses collated could be used to ascertain whether care workers are promoting service user's dignity, treating them as individuals and treating them with respect**
 - ❖ **It was very easy to use and assess the score. The assessment was based on a Score Card**
 - Band 1 – Fully achieved (1 points)**
 - Band 2 – Some improvements required (2 points)**
 - Band 3 – Standard not achieved (3 points)**
 - ❖ **The format was easy to follow**
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What was good? cont/d

The headings used in the audit tool are good as these looked at –

- ❖ **Service user feedback**
- ❖ **Care worker feedback**
- ❖ **Policies and Procedure/Training**
- ❖ **Recommendation**

Drawback of Warrington tool

- ❖ **Some questions are not relevant to service users living in their own home within the community. More appropriate for a care home**
- ❖ **Resource intensive as requires home visits but all staff interviewed separately. Takes a long time to complete the audit**
- ❖ **Requires far more observation as cannot pick up on behaviour**
- ❖ **Questions are not plain English and had to be explained**
- ❖ **Requires auditor to be skilled communicator, observation skills, and remain focused on the task when the service user is going off track**

Suggestions on Warrington tool

- ❖ **More time needed to carry out spot checks and direct observations in service user's homes to obtain accurate analysis**
- ❖ **Dedicated staff need to be out in the community carrying out regular on site- spot checks and direct observation**
- ❖ **some of the questions did not apply to service provided in the community. Ealing will need to develop own audit tool**
- ❖ **Dignity in care needs to be embedded in the recruitment and selection process, ongoing supervision and management , on the agenda for staff meetings. Staff to be aware of the Dignity in Care Challenges and promote dignity in care as part of their role**
- ❖ **Dignity in Care covered in the Code of Conduct for all employees, included in the policies and procedures and covered in all**

Questionnaires and spot checks

Conclusion on Warrington tool

- ❖ **Need for more observation similar to NVQ assessors**
- ❖ **Resource intensive, too many vulnerable clients for this approach to be adapted for home care/reablement**
- ❖ **More useful in care home or day care setting where many people are located in one place**
- ❖ **Need for dignity and respect to be incorporated into other areas such as recruitment, induction, training, NVQ assessments, service standards, spot checks, quality questionnaires, team meeting discussions, supervision, consultation with service users**

The next steps for Ealing

- ❖ **Draft a simpler, streamlined audit tool**
- ❖ **Consult with day centre users, older people forum to develop questions that are appropriate to them**
- ❖ **Review risk assessments ,develop preference sheets , which should be recorded on file and IT systems**
- ❖ **Each service head to undertake annual dignity in care audits and ongoing spot checks**
- ❖ **Develop a single scoring tool for use across all provider services to allow dignity in care to be monitored**
- ❖ **Encourage peer reviews as objective assessments and as an opportunity to develop staff knowledge and experience**