

The SENAD Group

Section 6 Monitoring of Care by the Registered Provider

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Policy and Procedure for Monitoring by the Registered Provider

The SENAD group is committed to offering quality services to children, young people and adults resident in all its homes or receiving a service in the community. This policy demonstrates how residents needs will be met, staff supported and all relevant regulations, national standards and legislation will be addressed.

Outcome

The welfare of the residents in the Home or receiving a service is promoted by regular monitoring by the person carrying on the Home or receiving a service.

SENAD regards the welfare of the people living at the Home or receiving a service as paramount. To ensure that their welfare is promoted the Quality Improvement Manager, arranges monitoring visits or other form of review, on behalf of the registered individual Mr Brian Jones for adult homes/services, Aran Hall School and Dr Mark Flynn for English Children's homes. Other members of the SENAD group can be required to attend any home to offer advice, support and guidance in order to promote best practice.

On behalf of the Responsible Individuals visits/reviews will be followed by a report.

This report includes a summary of:

- Checks on the Home's Communication Book (Daily Log) and records of complaints;
- An assessment of the physical condition of the building, furniture and equipment;
- A record of any interviews or meetings that a child, young person or member of staff has had;
- A record of any interviews or meetings with parents or relatives of the young people or adults living at the Home or using a service;
- A record of any interviews or meetings with representatives of the placing authorities of the young people or adults living at the Home or using a service;
- Any safeguarding issues;
- A review of physical interventions;
- And any other matter felt necessary at the time of the visit

English Children's Homes – Reg 44. Dr Mark Flynn RI.

All English homes will be visited by an independent person on a monthly basis. A report will be produced and shared with the Registered Manager, the Responsible Individual, Ofsted and placing authorities.

Welsh Children's Homes – Reg 32. Mr Brian Jones RI.

All Welsh homes will be visited on a monthly basis. A report will be produced and shared with the Registered Manager, the Responsible Individual, CSSIW and placing authorities.

Adult Services – Reg 17. Brian Jones RI.

The Quality Improvement Manager (or a person nominated by the QIM) will undertake a visit to the home or service at least every three months. A peer review (a visit by another manager) will take place every three months and an internal quality review will take place every three months, with a report following each event. Thereby the cycle of visits would be

1. QIM monitoring visit
2. Peer monitoring visit
3. Internal Review

Additional Monitoring Visits

In line with policy 600 further monitoring visits will take place based on some baseline indicators, such as;

- Increase in complaints
- Increase in safeguarding issues
- Staffing issues
- Whistleblowing incidents
- Poor performance of managers
- Concerns from placing authorities or other professionals
- Environmental concerns
- Health & safety concerns

Or by the direction of the RI or a director.

The QIM will arrange appropriate support for the monitoring visit which will result in an action report requiring the Registered Manager to produce a Post Monitoring Action Plan. This will be available to regulators on request.

SEE ALSO POLICY 600