

Assessment Report

Charter Mark

Assessment Report Prepared for

**Derbyshire County Council
Social Services Department –
Hillcrest Home for Older People**

Susan Hollingworth
Hillcrest Home for Older People
Kenilworth Drive
Kirk Hallam
Ilkeston
Derbyshire
DE7 4FJ

Type of Assessment: Initial

Date of on-site assessment: 26/01/05

Assessment Criteria: Charter Mark

Lead Assessor: Fred Weston

Result: Award of the Charter Mark would be recommended

SGS United Kingdom Ltd dated 28th January 2005

SGS Charter Mark Assessment Team
SGS United Kingdom Ltd
SGS House
217-221 London Road
Camberley
Surrey
GU15 3EY

1. Executive Summary

Following a two-stage assessment process Derbyshire County Council – Social Services Department – Hillcrest Home for Older People were found to be enthusiastically committed to the Charter Mark ethos. The commitment was found from Senior Management levels through to operation and front line staff.

During the assessment a number of partial compliance's with the standard were identified. These are detailed in section 5 of this report. However, these partial compliance's are below the maximum allowable by the current scheme and so we are please to inform you that:

“Award of the Charter Mark would be recommended”

As the next stage of process we would ask you to develop an action plan for each of the areas of partial compliance. Further details can be found in section 7 and 8 of this report.

2. Method of Assessment

The assessment was undertaken in two stages. The first was a document review on an application pack prepared by Derbyshire County Council – Social Services Department – Hillcrest Home for Older People. This enables the assessor to gain an understanding of how the organisation has met the requirements of the Charter Mark standard.

Following this document review a report was prepared that outlined areas that would be the focus of next stage of the assessment.

The final stage was an on-site assessment. The objective of this part of the assessment was to obtain objective evidence that the applicant was meeting the requirements of the Charter Mark standard in the area covered by the scope of the application. Objective evidence was obtained from a review of additional documentation and interviews with staff, customers, representatives of partner organisations and senior

management. In view of the customer focus of Charter Mark the views of customers are considered of great importance.

During the assessment process the Charter Mark criteria are scored on a four-band scale:

Best Practice – all aspects of the element are met, and the applicant can demonstrate that they have gone beyond the requirements

Full compliance – all aspects of the element are met

Partial compliance – some but not all aspects of the element are met and remedial action to meet the remainder could be put in place within a short period of time (maximum three months)

Major non-compliance - the requirements of the element are not met

The current scheme allows applicants a maximum number of partial compliance's that equates to a pass mark of 70% for all criteria.

3. Opening Meeting

Prior to the commencement of the site assessment, a meeting was held and attended by the following personnel: -

Representing Derbyshire County Council – Social Services Department – Hillcrest Home for Older People:

Susan Hollingworth
Marion Heaton
Sue Jowett

Representing SGS United Kingdom Ltd.

Fred Weston (Lead Assessor)

The assessment activity and the operation of Non-compliance's were explained and an itinerary, which had been forwarded to Derbyshire County Council – Social Services Department – Hillcrest Home for Older People in advance, was agreed. The

organisation was informed that all information obtained during the assessment would be treated in the strictest confidence.

The scope of Assessment was confirmed as: “Derbyshire County Council – Social Services Department – Hillcrest Home for Older People”

4. On-site Assessment

The Assessor was accompanied throughout the assessment by Susan Hollingworth and other Company Personnel were involved when assessing activities within their responsibility.

The assessment took place over one day.

The successful assessment resulted in the raising of 6 minor non-compliances. A number of observations are listed in Section 5 of this report.

Details of the non-compliances follow for Derbyshire County Council – Social Services Department – Hillcrest Home for Older People to address as appropriate and complete an action plan. Details of the action plan should be forwarded to SGS United Kingdom Ltd. within three months of the date of the assessment.

Criterion	Number of Elements	Maximum number of Partial compliance's	Actual number of non / partial compliance's
1	11	3	0
2	15	4	2
3	10	3	0
4	13	3	3
5	7	2	0
6	7	2	1

5. Details of Areas of non-compliance

CRITERION 1

Fully compliant in this Criterion.

CRITERION 2

2.2.2 Although you inform potential residents of the costs of your service to them, you do not inform customers of the overall costs of your service.

2.4.2 You have excellent systems in place for communicating with some of your partners, but for others the process is ad-hoc in nature.

CRITERION 3

Fully compliant in this Criterion.

CRITERION 4

4.2.1 No evidence could be found of performance against some of your standards over a three-year period.

4.3.5 Although details of complaints are published corporately on the Internet and locally you have had no formal complaints, there is a need to publish complaint data to a wider audience.

4.3.6 Although you seek residents and relatives' views on the complaint procedure no evidence was available that complaints views are sought at a corporate level.

CRITERION 5

Fully compliant in this Criterion.

CRITERION 6

Although you attempt to determine the views of all stakeholders on the type of activity you should engage in the Community, this activity needs to be formalised.

6. Closing Meeting

The closing meeting was attended by the following Personnel:

Representing Derbyshire County Council – Social Services
Department – Hillcrest Home for Older People:

Susan Hollingworth.
Marion Heaton.
Sue Jowett.
Caroline Gibbons.
Karen Cotton.

Representing SGS United Kingdom Ltd.

Fred Weston.

The meeting was informed that Derbyshire County Council – Social Services Department – Hillcrest Home for Older People would be recommended for the Charter Mark award. The partial compliances were discussed in detail and the observations made were noted by Marion Heaton during the assessment.

7. Observations Made During Assessment Process

During the site assessment the following general observations were made. These can include positive observations of good practice and opportunities for improvement that were seen over the entire assessment process: -

- The Service has excellent staff at all levels. They are highly motivated and delivering a high quality, customer focused service.
- There is good and often inspirational leadership, that has contributed to an ethos of sharing and a 'can – do' approach to the delivery of the Service.
- The Service operates in an excellent environment, with an ambience that is welcoming and "feels – like – home" The Home is clean and bright and very welcoming, although there is a need to guard against smoke from the one smoking area, drifting into areas of the Home.

- There are very high levels of satisfaction with the Service. This view being expressed by residents, relatives and partner organisation representatives.
- There are exceptional levels of training being provided to staff, particularly training in Dementia, a condition that affects many residents. The level of training being provided is fully supported by the Social Services Department and this is commendable.
- There are a range of excellent partnerships in place that result in the provision of first class co-ordinated services to your residents.
- Of particular note is the work of the KEY/Link workers, who make a very significant contribution to the well being and happiness of residents.

8. Action Planning

The achievement of Charter Mark is an on-going activity and it is important that Derbyshire County Council – Social Services Department – Hillcrest Home for Older People continue to meet the requirements of the Charter Mark criteria throughout the 3 years that the mark is awarded. In addition the ethos of Charter Mark is that the organisation continually improves during this period.

It is therefore a requirement of the scheme that SGS undertakes an action plan review visit 12 months from this assessment.

Short Term Action Planning

Using the forms included at the end of this report the applicant should indicate the plans that they propose to put in place to ensure they meet the requirement of the standard identified as being non-compliant in section 5 of this report.

The action plan should include details of the actions to be taken and the timescales involved in completing the plan. In the case of Partial compliance this should not be more than 3 months.

On-going review

It is a requirement of the grant of the Charter Mark certificate that the applicant informs SGS of any major change in the service provision covered by the scope of the certificate. This includes re-organisation or mergers of the applicant.

In addition SGS must be informed if the certificated service begins to receive a significant increase of customer complaints or critical press coverage.

If the organisation is in doubt we strongly recommend contacting the SGS Charter Mark Customer care team for advice on the significance of any service or organisation change or issues around customer complaints.

Report

SGS recommends that Derbyshire County Council – Social Services Department – Hillcrest Home for Older People retains a copy of this report to aid continuous improvement and as a reference document if the organisation chooses to re-apply for Charter Mark.