

Date: **Wednesday 3 March 2004**

Venue: **Committee Room, National Assembly for Wales**

Title: **Adult Placement Schemes (Wales) : National Minimum Standards**

INTRODUCTION

Aims

1. This document sets out the National Minimum Standards under Section 23 of the Care Standards Act 2000 (CSA) in relation to adult placement schemes.
2. ‘Adult placement scheme’ means a scheme under which arrangements are made or proposed to be made for not more than two adults to be accommodated and provided with personal care in the home of a person who is not their relative.
3. The Standards have been prepared and published by the National Assembly for Wales (NAW). These standards will be used by the NAW’s Care Standards Inspectorate for Wales (CSIW) when determining whether these Adult Placement Schemes are ensuring that placements are providing adequate care, meeting the needs of persons who live in placements and otherwise being carried on in accordance with regulatory requirements. The NAW will keep the standards under review, and may publish amended standards as appropriate.
4. The regulatory requirements are set out in the CSA and the Adult Placement Schemes (Wales) Regulations 2004 (the 2004 Regulations).
5. The Standards will be taken into account –
 - by the CSIW when making decisions under the CSA;
 - by a justice of the peace when considering proceedings for the making of an order under s20 of the CSA (for example, cancelling the registration of a person who is a registered provider of an adult placement scheme);
 - or an appeal against such a decision or order; and
 - in criminal proceedings for offences under the 2004 Regulations.

6. These Standards and Regulations will apply from 2004.

Regulatory Context

7. The CSA reformed the regulatory system for care services in England and Wales. The CSA established the National Assembly for Wales as the social care and independent healthcare registration authority for Wales. These functions are exercised through the CSIW. The CSIW is responsible for the registration of social and health care services previously registered with local councils and health authorities. In addition, the CSA provides for the scope of registration to be extended to other services not previously registerable, such as domiciliary care agencies, fostering services and residential family centres. The Regulations extend the registration regime to adult placement schemes.

Structure and approach

8. The Standards focus on achievable outcomes for the person who is subject to a placement – that is, the impact on the individual of the facilities and services of the placement. The Standards are grouped into 7 sections which highlight aspects of individual's lives.

Each Standard deals with a particular aspect of a placement and is preceded by a statement of the intended outcome for individuals. The Regulations and Standards have been designed to promote the achievement of that outcome.

The 'standard' dealing with a particular aspect of a placement is actually made up of a set of standards that are the numbered paragraphs beneath the 'outcome' box. Each of these numbered paragraphs should for the purposes of the CSA be treated as a separate standard under section 23 of the CSA.

9. While the standards are qualitative – they provide a tool for judging the quality of life of an individual who is in a placement – they are also measurable. CSIW Inspectors will, over a twelve month period:

- seek views of service users
- talk to managers and staff
- satisfy themselves that all records are being properly maintained.

10. These Standards have been determined following consultation and are realistic, proportionate, fair and transparent. They provide minimum standards, seek to ensure the protection of individuals who are in a placement and seek to safeguard and promote the health, welfare and quality of life of individuals who are in a placement.

Key values

11. The Standards are based on certain fundamental principles. In applying the Regulations and these

Standards, regulators will look for evidence that the day-to-day operation of adult placements reflects the following key values:

- Autonomy - promotion of individual autonomy, self-determination and choice, and control over decision-making
- Attainment - recognition of individual ability and potential for personal development, and of the social and environmental barriers to achieving potential
- Citizenship - maintenance of entitlements associated with citizenship under the law, including protection from discrimination, harassment and degrading or inhuman treatment
- Individuality - respect for individuality, privacy and dignity, and maintenance of self-esteem in all situations
- Diversity - respect for age, ethnic and cultural diversity, and promotion of equal opportunity
- Well-being - promotion of physical, emotional and spiritual well-being
- Inclusion - promotion of social and economic inclusion and participation in community life.

NATIONAL MINIMUM STANDARDS APPLICABLE TO ADULT PLACEMENT SCHEMES

TERMS

Adult Placement Carer (AP Carer)

A person in whose home an adult is or may be accommodated and provided with care under an adult placement agreement.

Adult Placement Scheme (AP Scheme)

A scheme under which arrangements are made or proposed to be made for not more than two adults to be accommodated and provided with personal care in the home of a person who is not their relative.

Adult Placement Worker

A qualified and experienced individual employed by a registered provider to carry out tasks under the Adult Placement Scheme.

Care/Case Manager

A representative of the Local Authority or Community Support Team who assesses and identifies the needs of a person and commissions and reviews service provision in partnership with AP Schemes.

CSA

The Care Standards Act 2000

CSIW

Care Standards Inspectorate for Wales

Placement Agreement (AP Agreement)

An agreement between the Service User, the provider of the AP Scheme and the AP Carer.

Registered Manager

Means a person who is registered under Part II of the Act as the manager of the adult placement scheme.

Registered Provider

Means the person who is registered under Part II of the Act as the provider of the adult placement scheme.

Regulations

The Adult Placement (Wales) Regulations 2004; and, unless the contrary intention appears, a reference to a regulation is to a regulation of those Regulations.

SECTION ONE: CHOICE OF PLACEMENT

STANDARD 1: INFORMATION

OUTCOME:

Prospective service users have the information they need to make an informed choice about where to live.

STANDARD:

1.1 The registered manager can demonstrate that the prospective service user has received an adult placement guide about the AP Scheme that sets out basic information about:

- the aims, objectives and philosophy of the Adult Placement Scheme (including any service user surveys)
- the referral, matching and placement process

- the range of accommodation, support and facilities provided by the scheme's AP carers
- the scale of fees charged, what they cover, and cost of any extras
- the key contract terms covering admission, occupancy and termination of placement
- a copy, or a summary, of the most recent inspection report of the scheme, the complaints procedures, and information about how to contact the local offices of the CSIW, the local social services and local health boards.

1.2 Information is provided in formats suitable for the prospective service user (eg. appropriate languages, pictures, video, audio or explanation).

STANDARD 2: NEEDS ASSESSMENT

OUTCOME:

Prospective service users' individual aspirations and needs are assessed.

STANDARD:

2.1 The registered manager can demonstrate that a prospective service user has received a full assessment of needs undertaken by people trained to do so, involving the prospective service user and using an appropriate communication method.

2.2 The registered manager can demonstrate that an adult's plan has been produced for the purposes of the placement and describes how the service user's assessed needs are to be met.

2.3 For individuals referred through Care Management, the registered manager obtains a summary of the single Care Management (health and social services) assessment (integrated with the Care Programme Approach for people with mental health problems) and a copy of the single Care Plan.

2.4 For individuals who are self-funding (ie without a Care Management Assessment/Care Plan), the registered manager can demonstrate that a needs assessment has been carried out (see Standard 3 - Matching and Placement) covering:

- Suitable accommodation and personal support
- Meaningful education, training and/or occupation
- Family/social contact
- Adequate income
- Assessment and management of risk
- Cultural and faith needs
- Physical and mental health care
- Specific condition-related needs and specialist input
- Provision of disability equipment, including arrangements for payment and supply

- Treatment/rehabilitation programme
- Method of communication
- Any potential restrictions on choice, freedom, services or facilities based on specialist needs and risk.

STANDARD 3: MATCHING AND PLACEMENT

OUTCOME:

Prospective service users know that the placement they choose will meet their needs and aspirations.

STANDARD:

3.1 The registered manager only accepts placement of a service user whose assessed needs (including specialist needs) can be met by the scheme's AP Carer's accommodation and care arrangements and ascertains and takes into account the service user's wishes and feelings.

3.2 The registered manager is satisfied that the AP Carer (and household) and prospective service user are appropriately matched with respect to age, gender, cultural background, preferred language, personal interests and communication needs so as to ensure that the health and welfare of the service user is promoted.

3.3 The registered manager is satisfied that the AP Carer has the skills and experience to deliver the services and care required (as indicated by assessment) and that all specialised services offered are demonstrably based on current good practice and reflect relevant specialist and clinical guidance.

3.4 Where nursing care is provided, the service user's nursing needs have been assessed by a registered nurse using a recognised assessment tool and taking into account any relevant National Assembly guidance, and the AP Carer has been trained by and works under the supervision of a health professional.

3.5 The registered manager can demonstrate that rehabilitation and therapeutic needs have been assessed by registered health professionals using recognised assessment methods.

3.6 Except in an emergency placement situation the AP Carer spends at least one day (half a day in the case of short break placements) getting to know and understand the prospective service user (in accordance with the scheme's written procedures), and the registered manager can verify that relatives' interests and needs have been taken into account during the matching process, subject to the service user's agreement.

3.7 The registered manager is satisfied that the AP Carer can or is prepared to learn how to communicate effectively with the prospective service user using the individual's preferred mode of communication and ensures that the prospective service user understands both the process and the outcome of the

matching and placement procedures.

3.8 Prospective service users are informed about independent advocacy/self-advocacy schemes throughout the placement process.

3.9 Prospective service users know whether they can keep an assistance dog (guide dogs, dog for disabled people, or hearing dog for deaf people).

STANDARD 4: TRIAL VISITS

OUTCOME:

Potential service users have an opportunity to visit and to 'test drive' the placement.

STANDARD:

4.1 The registered manager ensures that the AP Carer invites the prospective service user to visit and to stay in their home on a trial basis before making a decision to move there and avoids unplanned admissions where possible.

4.2 A minimum 24-hour overnight visit with the AP Carer in their home is offered to prospective long-stay service users, and a half-day visit to the AP Carer's home is offered to short-break users, including an opportunity for the prospective service user (with family, friends, advocate as appropriate) to:

- meet the AP Carer's family and any other service user
- see the home, the room in which the service user would live, and the neighbourhood
- have a meal
- discuss how the placement can meet the service user's requirements
- see the kind of records kept about service users.

4.3 The prospective service user and the prospective AP Carer have opportunities to discuss the introductory period and to end the introduction without recrimination or criticism.

4.4 A minimum one - month trial introductory period of residence is offered for placements of more than six months, followed by a review of the trial period.

4.5 When an emergency placement is made, the registered manager undertakes to inform the service user within 24 hours about key aspects of the placement, and to ensure an AP Agreement is provided and all other placement criteria are met within three working days.

4.6 The registered manager ensures that he/she has sufficient information about the service user at the

time of an emergency placement to ensure the safety of the service user, and that of the AP Carer and their household, and receives comprehensive information within one working day.

STANDARD 5: ADULT PLACEMENT AGREEMENT

OUTCOME:

Each service user has an individual written AP Agreement which reflects the service user's assessed needs and personal goals.

STANDARD:

5.1 There is a written AP Agreement, which includes the Service User Plan (Standard 2), setting out the terms and conditions of occupancy and the rights and responsibilities of all parties.

5.2 The AP Agreement is in a format and language appropriate to the service user's needs and is regularly reviewed.

5.3 In addition to meeting the requirements of the Regulations the AP Agreement specifies :

- any conditions breaches of which would render the service user at risk of being asked to leave
- the services and support to be provided under the AP scheme and how these services and support will meet current and changing needs and aspirations and help service users achieve goals
- the rules and arrangements in respect of the service user: visitor access and late nights out; responsibility for housekeeping tasks; smoking, alcohol and drugs; physical and/or verbal aggression
- any limitations on choice and freedom (agreed with the service user) imposed by a specialist programme and establishes individualised procedures for service users likely to be aggressive or cause harm or self-harm
- the procedure to be followed if an allegation of abuse, neglect or other harm has been made
- the procedure to be followed in the event of a service user's death.

5.4 The registered manager ensures that the AP Agreement is made available in a language and format which the service user can understand and is made available to the service user.

5.5 The registered manager can show evidence that the placement is reviewed at least six monthly with the service user and that agreed changes are recorded and actioned

5.6 The AP Agreement is consistent with any local authority single Care Management Assessment/Care Plan, takes into account the AP Scheme's own assessment and covers all aspects of personal, social and healthcare needs, including specialist requirements, as set out in Standard 2.

SECTION 2: INDIVIDUAL NEEDS AND CHOICES

STANDARD 6: PARTICIPATION AND DECISION MAKING

OUTCOME:

Service users participate in family life at the placement and make decisions about their lives with assistance as needed.

STANDARD:

6.1 The registered manager ensures that the AP Carer respects the service user's right to make decisions and that right is limited only through the assessment process, involving the service user, and as recorded in the AP Agreement.

6.2 Information is available about all aspects of the placement in formats appropriate to the service user's needs (eg. Preferred language, large print, Braille, audio) and is explained when required using the service user's preferred mode of communication.

6.3 The AP Carer enables the service user to participate as a member of the family in all aspects of life in the home, respecting the rights of all members of the household to privacy and space.

6.4 The Care Manager in partnership with the registered manager helps service users, if they wish to find and participate in local independent advocacy/self-advocacy groups and/or to find peer support from someone who shares the service user's disability, heritage or aspirations.

6.5 The AP Carer can or is prepared to learn to communicate in the service user's preferred language including sign, and is skilled in the communication method relevant to the individual's needs (eg. guiding, block alphabet, finger spelling, personal symbols).

6.6 The AP Carer can explain how family decisions have been made and can show to the registered manager that the service user plays a full part in family decision making.

6.7 Limitations on facilities, choice or activities to prevent self-harm or self-neglect, or abuse or harm to others, are made only in the service user's best interest, consistent with the registered provider's and AP Carer's duties and responsibilities under law.

6.8 Service users handle their own finances and where support and tuition are needed, the reasons for and manner of support are documented in the AP Agreement and reviewed.

STANDARD 7: RISK TAKING

OUTCOME:

Service users are supported to take risks as part of an independent lifestyle.

STANDARD:

7.1 The registered manager and AP Carer enable service users to take responsible risks, ensuring they have good information on which to base decisions, taking account of the AP Scheme's risk assessment and risk management strategies.

7.2 Risk is assessed prior to admission according to health and social services protocols and in discussion with the service user and relevant specialists; and risk management strategies are agreed, recorded in the AP Agreement and reviewed.

7.3 The registered manager and AP Carer work in partnership with the Care Manager to achieve the service user's lifestyle wishes and choices and goals for independence.

7.4 The registered manager ensures that action is taken to put right identified risks and hazards, and ensures the service user is given appropriate personal safety training, to avoid limiting the service user's preferred activity or choice.

7.5 Unexplained absences by service users are responded to promptly in order to safeguard their welfare.

STANDARD 8: CONFIDENTIALITY

OUTCOME:

Service users know that information about them is handled appropriately and that their confidences are kept.

STANDARD:

8.1 The registered manager has a written policy on confidentiality and dealing with breaches of confidentiality

8.2 The registered manager respects information given by the service user in confidence and handles information about the service user in accordance with the law.

8.3 The registered manager knows when information given in confidence must be shared with the AP Carer, Care Manager or others.

8.4 The service user's individual records kept by the registered manager are accurate, secure and confidential.

8.5 The registered manager assists the service user to access and understand the AP Scheme's policy and procedures on confidentiality and on dealing with breaches of confidentiality.

SECTION 3: LIFESTYLE

STANDARD 9: PERSONAL DEVELOPMENT

OUTCOME:

Service users have opportunities for personal development.

STANDARD

9.1 The registered manager works in partnership with Care Managers to enable the service user to have opportunities to maintain and develop social, emotional, communication and independent living skills, as set out in the AP Agreement.

9.2 The registered manager in partnership with the Care Manager facilitates service users' attendance at eg. specialist activities / assertion and independent living training / treatment and recovery programmes.

9.3 The registered manager supports AP Carers to help service users learn and use practical life skills and build confidence.

STANDARD 10: EDUCATION AND EMPLOYMENT

OUTCOME:

Service users are able to engage in education, training and employment opportunities which help them to explore their full potential.

STANDARD:

10.1 The registered manager enables the AP Carer to work positively with plans identified by the Care Manager to help the service user find and keep appropriate jobs, continue their education or training, or take part in meaningful daytime activities. This includes developing and maintaining links with careers advice services, local employers and job centres.

10.2 Service users can continue to take part in activities engaged in prior to entering the adult placement,

if they wish, or re-establish activities if they change localities.

10.3 The Care Manager helps the service user with benefits / finance problems or refers him/her to an appropriate resource.

STANDARD 11: COMMUNITY LINKS AND SOCIAL INCLUSION

OUTCOME:

Service users are part of the local community.

STANDARD:

11.1 The registered manager ensures that the AP Carer helps service users to have opportunities to become part of and participate in the local community in accordance with assessed needs and the A P Agreement.

11.2 The registered manager ensures that the AP Carer enables service users' integration into community life through:

- knowledge about and support for service users to make use of services, facilities and activities in the local community (shops, library, cinema, pubs, leisure centres, places of worship, cultural centres)
- maintaining a neighbourly relationship with the community
- ensuring information and advice are available about local activities, support and resources offered by specialist organisations
- ensuring access to transport - eg. local public transport, accessible taxis, dial-a-ride - and support to use it, to enable service users to pursue their chosen lifestyle and activities.

11.3 The registered manager ensures that the AP Carer recognises it is part of their responsibility to support the service user outside the placement whilst undertaking family centred activities including those that take place on evenings and weekends.

STANDARD 12: LEISURE

OUTCOME:

Service users engage in a range of leisure activities which reflect their individual choices.

STANDARD:

12.1 The registered manager ensures that the AP Carer enables service users to have access to and choose from a range of appropriate leisure activities.

12.2 Service users are encouraged and supported to pursue their own interests and hobbies.

12.3 Service users help choose and decide whether to participate in outings, entertainment and holidays.

12.4 The Care Manager in consultation with the registered manager ensures that when the AP Carer has a short break/holiday without the service user, he/she can show that appropriate arrangements have been made for the service user with their agreement.

STANDARD 13: RELATIONSHIPS

OUTCOME:

Service users are helped to maintain their existing personal, family and sexual relationships, and to develop new ones as appropriate.

STANDARD:

13.1 The registered manager ensures that the AP Carer supports service users to maintain and develop family links and friendships inside and outside the home, within the framework of usual family life and as agreed in the A P Agreement.

13.2 Family and friends are welcomed in the placement and their involvement encouraged as set out in the AP Agreement.

13.3 Service users choose whom they see and when; and can see visitors in their rooms and in private subject to any matters set out in the AP Agreement.

13.4 Service users have opportunities to meet people and make friends who do not have their disability / illness / addiction.

13.5 Service users can develop personal / sexual relationships with people of their choice, and information is provided to enable the service user to make appropriate decisions subject to any matters set out in the AP Agreement.

STANDARD 14: DAILY ROUTINES

OUTCOME:

Service users live ordinary domestic lives and their rights are respected and responsibilities recognised.

STANDARD:

14.1 Daily routines and house agreements in the placement are in keeping with ordinary domestic practices and promote independence, individual choice and freedom of movement, subject to restrictions agreed in the AP Agreement.

14.2 The service user's privacy is respected, unless help is requested and/or as agreed in the AP Agreement, in the same way that the AP Carer's privacy is respected by service users.

14.3 Service users have a key to gain access to the home, unless agreed otherwise in the AP Agreement.

14.4 Service users' mail is not opened without their agreement.

14.5 The registered manager ensures that the service user's preferred form of address is recorded in the AP Agreement and respected by the AP Carer.

14.6 The service users have the same freedom of movement as other members of the household.

14.7 Arrangements for visitor access and late nights out, subject to what is agreed in the AP Agreement, are in keeping with reasonable family schedules.

STANDARD 15: MEALS

OUTCOME:

Service users are offered a healthy diet and enjoy their meals and mealtimes.

STANDARD:

15.1 The registered manager promotes service users' health and well being by ensuring that the AP Carer:

- supplies nutritious, varied, balanced and attractively presented meals which suit the service user's dietary and cultural needs and respects their individual preferences.
- offers meals three times daily including at least one cooked meal;
- and a range of drinks and snacks to meet the service user's needs is available at all times.
- actively supports service users to help plan, prepare and serve meals.
- encourages service users to eat as part of the family and in line with normal family routines.
- takes the service user's activities/schedules into account in planning meals.

- ensures that service users who need help to eat are assisted appropriately, and assisted to choose appropriate eating aids.

15.2 The registered manager ensures that service users are referred to Care Managers for assessment for specialist help where there are risk factors associated with eating disorders, malnutrition and obesity.

SECTION 4: PERSONAL SUPPORT

STANDARD 16: PERSONAL CARE

OUTCOME:

Service users receive personal support in the way which they prefer and require.

STANDARD:

16.1 The registered manager ensures that where personal support is required and the AP Carer is the service user's preferred provider the AP Carer:

- provides sensitive and flexible personal support to maximise service users' privacy, dignity, independence and control over their lives
- provides personal support in private
- establishes times for the service user to get up/go to bed, bath and other activities which are flexible (including evenings and weekends) and within usual family schedules
- where needed, provides the service user with guidance and support regarding personal hygiene (eg. to wash, shave) and service users choose their own clothes, hairstyle and makeup.

16.2 The registered manager in partnership with the Care Manager ensures that service users have the adaptations and equipment they need for maximum independence (as determined by professional assessment, reviewed and changed/replaced promptly as the service user's needs change, and regularly serviced) which the AP Carer is trained to operate as needed.

16.3 Service users' preferences about how they are moved, supported and transferred are set down in the AP Agreement and are complied with or the reasons for not doing so are explained.

16.4 The Care Manager in partnership with the registered manager will make appropriate arrangements to ensure the service user is referred to the GP for additional, specialist support and advice as needed from physiotherapists, occupational therapists, speech therapists and others, and make every effort to ensure that the service user's specialist needs are met.

16.5 General and psychiatric nursing care is provided or supervised by registered nurses as specified in the AP Agreement, monitored and recorded, and regularly reviewed.

STANDARD 17: HEALTH CARE

OUTCOME:

Service users' physical and emotional health needs are met.

STANDARD:

17.1 The registered manager in liaison with the Care Manager ensures that the healthcare needs of the service user are met based on assessment by the relevant professionals.

17.2 The Care Manager in liaison with the registered manager makes appropriate arrangements to ensure that service users are supported and facilitated to take control of and manage their own healthcare, including:

- support to gain access to up to date information and advice about general health issues (eg. continence, contraception, routine screening)
- support to manage their own medical conditions (eg. diabetes) where feasible
- support to choose their own GP, to make decisions about their own health care/medical treatment, and to seek a second medical opinion
- support to access NHS health care facilities in the locality - primary care team, dentist, optician, chiropodist / podiatrist, therapists, community nurses and specialist nurses (eg. diabetes specialist nurse, mental health nurse), alternative therapies
- support to attend outpatient and other appointments
- support to access independent interpreters.

17.3 The registered manager makes appropriate arrangements with the AP Carer to ensure that the service user's health is monitored by an appropriate health professional (usually the GP) so that potential complications and problems are identified and dealt with at an early stage.

17.4 Visits to service users from medical/health care practitioners take place in private unless the service user chooses to have the AP Carer or other supporter present.

STANDARD 18: MEDICATION

OUTCOME:

Service users retain, administer and control their own medication.

STANDARD:

18.1 The service user is encouraged and supported to retain, administer and control their own medication, following a policy and procedures for risk management and for the receipt, recording, storage, handling and disposal of medicines.

18.2 The service user's consent to the administration of medication by a third party is obtained and recorded in the AP Agreement when necessary.

18.3 The service user, following assessment as able to self-administer medication, provides a lockable space in which to store medication, to which the AP Carer may have access with the service user's permission.

18.4 The registered manager ensures that the AP Carer keeps records of current medication for service users including those which are self-administered.

18.5 The registered manager has a policy on medicines handling and records and ensures that AP Carers are aware of the policy and the principle behind the policy.

18.6 The registered manager ensures that any AP Carer who administers medicines can demonstrate receipt of training including basic knowledge of how specific or relevant medicines are used and how to recognise and deal with problems in use.

18.7 The registered manager ensures that the AP Carer seeks information and advice, if needed and with the consent of the service user, from a pharmacist regarding medicines dispensed for the service user.

18.8 The registered manager ensures that the AP Carer, under the supervision of the relevant health professional, monitors and reports any change in condition that may be a result of medication and takes action in line with the AP Agreement.

STANDARD 19: AGEING AND DEATH

OUTCOME:

The ageing, illness and death of a service user are handled with respect and as the individual would wish.

STANDARD:

19.1 The process of ageing, illness and death of a service user is handled with sensitivity and respect.

19.2 The service user is able to receive treatment and care, and to die, at home as long as the AP Carer is able to meet their needs and fulfil their responsibilities to other members of the family unless there is any other medical reason for an alternative setting or if otherwise agreed in advance in the AP

Agreement.

19.3 The service user's wishes concerning terminal care and death (including observation of religious and cultural customs) are discussed as appropriate and set out in the AP Agreement.

19.4 The service user's family and friends are helped to be involved, if that is what the service user wants, in planning for and dealing with growing older, terminal illness and death.

19.5 Palliative care, practical assistance and advice, and bereavement counselling are provided by trained professionals / specialist agencies if the service user wishes.

19.6 The registered manager ensures that the changing needs of a service user with deteriorating conditions or dementia - for personal support or technical aids - are reviewed by the Care Manager and met swiftly to ensure that the individual retains maximum control.

SECTION 5: ROLE AND CONDUCT OF AP CARERS

STANDARD 20: ROLES AND RESPONSIBILITIES:

OUTCOME:

Service users benefit from clarity of AP Carer roles and responsibilities.

STANDARD:

20.1 The registered manager ensures that the AP Carer explains to the service user how they will fulfil their responsibilities as set out in the AP Agreement.

20.2 The registered manager ensures the AP Carer knows and supports the main aims of adult placement, as set out in the AP scheme's statement of purpose, AP Carer's Handbook, and AP Agreement.

20.3 The registered manager ensures the service user's assessed needs are met and brings to the attention of the Care Manager any unmet needs that are outside their control and the service user is informed.

20.4 The registered provider/registered manager can deal with emergencies and has a written policy about what to do in a crisis occurring out of normal office hours and the service user and the AP Carer are informed.

20.5 The registered manager ensures that the AP Carer is familiar with and takes account of the AP Scheme's statement of purpose and any up-to-date policies and procedures in meeting his or her

obligations under the regulations and these standards, and ensures that service users have access to, and understand, relevant policies and procedures in appropriate formats.

20.6 The registered manager ensures that the AP Carer has appropriate personal insurance and car insurance covering their work as an AP Carer.

20.7 The registered manager understands, and has explained to the service user and AP Carer, the lines of accountability between the service user, AP Carer, AP Scheme and Care Manager.

20.8 Individual records kept by the registered manager and AP Carer are constructed, maintained and used in line with the Data Protection Act 1998 and other legal requirements.

20.9 The registered manager informs the service user and the AP Carer about planned AP Scheme worker visits and ensures that services users and AP Carers have access to the AP Scheme workers/CSIW Inspectors.

STANDARD 21: QUALITIES AND QUALIFICATIONS

OUTCOME:

Service Users are supported by skilled, experienced and competent A P Carers.

STANDARD:

21.1 The registered manager ensures that AP Carers have the competencies and qualities required to meet service users' needs.

21.2 The registered manager ensures that the AP Carer has the skills and experience necessary for the tasks they are expected to do, including:

- knowledge of the disabilities and specific conditions of service users they support
- specialist skills to meet service users' individual needs, including communication skills
- appreciation of and ability to balance the particular and fluctuating needs of an individual service user, and the needs of other household members
- understanding of physical and verbal aggression and self-harm as way of communicating needs, preferences and frustrations when this is relevant to those they support
- awareness of their own knowledge and skill limitations, and when it is appropriate to involve someone else with more specific expertise
- knowledge and ability to establish and maintain professional working relationships with eg. GPs, social workers, nurses, psychiatrists, therapists and staff working in other care services and community and specialist agencies.

21.3 The registered manager ensures the AP Carer has sufficient recorded experience to meet the service user's assessed needs. Sufficient recorded experience may include the holding of NVQ level 2 or 3 in care or other nationally recognised care qualification or being enrolled on a course to attain such a qualification by 1 September 2005.

STANDARD 22: SUPERVISION AND SUPPORT

OUTCOME:

Service users benefit from well-supported and supervised AP Carers.

STANDARD:

22.1 The registered manager ensures that the AP Carer can demonstrate access to and satisfactory completion of the training, development and support they need to meet any changing needs of service users and the aims of the placement.

22.2 The registered manager ensures that the AP Carer can demonstrate access to and receipt of the support and supervision they need to carry out their role.

22.3 The registered manager ensures that the AP Carer has regular support and supervision from a named person, at intervals agreed for each placement in the AP Agreement , covering:

- monitoring of work with individual service users
- support and professional guidance
- identification of training needs.

22.4 The registered manager ensures the AP Carer has access to specialist support and supervision as indicated by service users' needs and an annual review with the AP Scheme.

STANDARD 23: RECORDS

OUTCOME:

Service users' rights and best interests are safeguarded by the registered manager's and AP Carer's record keeping policies and procedures.

STANDARD:

23.1 Records are maintained as required by regulation 20.

23.2 Service users have access, in accordance with the regulations, to their records and information held about them by the registered manager, and opportunities to help maintain their personal records.

23.3 All records kept are secure, up to date and in good order; and are constructed, maintained and used in accordance with the Data Protection Act 1998 and other statutory requirements.

STANDARD 24: SAFE WORKING PRACTICES

OUTCOME:

The health, safety and welfare of service users are promoted and protected.

STANDARD:

24.1 The registered manager ensures that the AP Carer promotes and protects so far as is reasonably practicable the service user's health, safety and welfare taking into account the AP Scheme's policy.

24.2 The registered manager makes appropriate arrangements to ensure that the AP Carer adopts safe working practices including moving and handling, fire safety, first aid, food hygiene and infection control.

24.3 The registered manager ensures that the AP Carer has appropriate arrangements for safe storage and disposal of hazardous substances and maintenance of household appliances and services.

24.4 The registered manager can show that risk assessments have been carried out, and significant findings recorded, for all safe working practice topics covered in Standards 24.2 and 24.3.

24.5 The registered manager ensures that the AP Carer maintains appropriate records and reports all accidents, injuries and incidents of illness or communicable diseases.

SECTION 6: CONCERNS, COMPLAINTS AND PROTECTION

STANDARD 25: CONCERNS AND COMPLAINTS

OUTCOME:

Service users' views are listened to and acted on.

STANDARD:

25.1 The registered manager ensures that AP Carers take account of the AP Scheme's complaints

procedure and follow the relevant requirements of the regulations, and that service users know how and to whom to complain.

25.2 The AP Carer listens to and acts on issues raised by service users before they develop into problems and formal complaints.

25.3 The registered manager ensures that the complaints procedure has been given and explained to each service user and when appropriate their representative in an appropriate language/format, including information for raising a complaint with CSIW at any stage should the complainant wish to do so.

25.4 Issues and concerns raised, and formal complaints made, by service users, and action taken in response, are recorded and notified at once to the registered manager.

25.5 The registered manager ensures that service users who want support to express their views or make a complaint are helped to access local independent advocacy, independent interpreters/communication support workers and/or appropriate training.

25.6 Service users and their families are assured by the registered manager and the AP Carer that they will not be victimised for making a complaint, but it is explained to them that it may be necessary exceptionally to suspend or end a placement in response to a complaint in order to safeguard a service user.

STANDARD 26: PROTECTION FROM ABUSE

OUTCOME:

Service users are protected from abuse, neglect and self-harm.

STANDARD:

26.1 The registered manager makes appropriate arrangements to ensure that AP Carers safeguard service users while in their direct care from physical, financial, psychological or sexual abuse, neglect, discriminatory abuse or from self-harm or inhuman or degrading treatment (whether through deliberate intent, negligence or ignorance).

26.2 The registered manager ensures that AP Carers understand and deal appropriately with physical and/or verbal aggression by service users.

26.3 When AP Carers deal with a service user's money and financial affairs the registered manager ensures that the AP Carer is dealing appropriately with this, ensuring eg. service users' access to their personal financial records, safe storage of money and valuables, consultation on finances in private, and advice on personal insurance; and ensures that AP Carers are not involved in making service users' wills.

SECTION 7: ENVIRONMENT

STANDARD 27: PREMISES

OUTCOME:

Service users live in a homely, comfortable and safe environment.

STANDARD:

27.1 The registered manager ensures that the AP Carers' premises are suitable for the placement; accessible, safe and well-maintained; and meet the service user's individual needs in a comfortable and homely way, taking into account any relevant Assembly guidance.

27.2 The registered manager ensures that service users on respite/short term placements (up to three months) or intermediate care/rehabilitation placements do not share the same premises as those in long term placements unless benefits for both will result.

27.3 The registered manager makes appropriate arrangements to ensure that placement premises are safe, comfortable, bright, cheerful, airy, clean and free from offensive odours, and provide sufficient and suitable light, heat and ventilation.

27.4 The placement provides suitable access to local amenities, local transport and relevant support services, to suit the personal and lifestyle needs of the service user.

27.5 The placement premises are fully accessible to service users. Homes accommodating wheelchair users should provide level access; and doorways into communal areas, service user's rooms, bathing and toilet facilities and other spaces to which wheelchair users have access, should have a suitable opening width throughout.

27.6 The registered manager ensures that AP Carers take adequate fire and other home safety precautions and act as responsible householders and take account of the guidance of the local fire service.

27.7 The registered manager ensures that the AP Carer maintains the home, equipment and furnishings in good order.

27.8 The service user shares the AP Carer's home as a member of the family, and has access to a telephone suitable for the service user's specialist requirements.

STANDARD 28: INDIVIDUAL ROOMS

OUTCOME:

Service users' own rooms suit their needs and lifestyles and promote their independence.

STANDARD:

28.1 The registered manager ensures that :

- each service user has a private bedroom which has usable floor space, fittings and furnishings sufficient and suitable to meet the individual's needs and lifestyle.
- the service user is offered the option of a single room; existing double rooms are replaced by 2007 unless service users choose to share with someone; meanwhile no rooms are occupied by more than two people.
- single rooms in current use accommodating wheelchair users and service users with complex nursing needs (eg. ventilation / life support systems) have sufficient usable floor space (excluding ensuite facilities) for turning, transferring and accessing belongings and for medical equipment and nursing requirements.
- the furnishings and fittings are of good quality, and include a bed, bedding and curtains, space for hanging clothes and drawer space and a bedside table for possessions eg. personal electronic equipment.

STANDARD 29: ADAPTATIONS AND EQUIPMENT

OUTCOME:

Service users have the specialist equipment they require to maximise their independence.

STANDARD:

29.1 The Care Manager and registered manager ensure that adaptations are made and equipment provided as necessary to meet the individually assessed needs of the service user.

29.2 A placement for a person with physical disabilities provides specialist equipment as needed, including for example:

- moving equipment/overhead tracking for hoists
- stair rails, lifts compliant with Health and Safety Executive guidance
- environmental control systems
- right and left handed rooms
- individually tailored bathroom fittings/equipment
- call alarm systems

- lowered light switches, work surfaces, window opening
- storage/recharging facilities for wheelchairs/mobility equipment.

29.3 A placement for a person with sensory impairment provides specialist aids and adaptations as needed, including for example:

- loops/microphones/minicomms/textphones/videophone
- additional and/or anti-glare lighting; colour contrasting
- tactile symbols; varied textural surfaces
- fluorescent or padded hazards/obstructions (where they cannot be removed)
- computer for the user's personal use
- TV with video recorder and subtitling facility/sign language.

29.4 The provision of aids, adaptations and equipment where necessary takes account of an assessment by an occupational therapist or other suitably qualified specialist.