

Name of Service: Age UK Northamptonshire

Date of Risk Score:30.5.24/4.6.24



Standard	Potential Score	Actual Score	%
S1 Safety of Customers and Staff	90	90	100%
S2 Dignity, Choice and Empowerment	40	40	100%
S3 Support Planning, Health and Relationships	30	30	100%
S4 Good Governance	90	90	100%
S5 Feedback and Learning	30	30	100%
Total Scores	280	280	100%

S1 Safety of Customers and Staff	Rating	Score
There is evidence that appropriate control measures are being taken to prevent the spread of COVID-19, including vaccinations, testing and appropriate PPE.	Met	10
Managers and staff are aware of their internal safeguarding policy and local inter-agency procedures, and their personal responsibility in preventing, responding to, reporting abuse and working with partners.	Met	10
Safeguarding action is taken by managers and staff in response to suspected, alleged or actual abuse, or the risk of it, in line with local Inter-agency procedures.	Met	10
All equipment and devices are in good condition, well-maintained and serviced appropriately.	Met	10
Medication records are accurate, up to date. Medication is administered appropriately, signed when given, and information includes customer name, medication, time, dose and route.	Met	10
Evidence that customers have appropriate assessments, plans and protocols in place around medication including MCA/Best Interests	Met	10
There is a process and an audit trail of medication in and out of the service.	Met	10
Medication is given as needed, following prescriber instructions, especially PRN medication, and is reviewed annually at least. PRN protocols are in place.	Met	10
Staff are aware of, and can demonstrate an understanding, of the Mental Capacity Act and Deprivation of Liberty (DoLs). Mental capacity assessments have been carried out and are recorded as appropriate. Best interest's decisions are recorded and reviewed appropriately.	Met	10
S2 Dignity, Choice and Empowerment		
Staff treat customers in a caring and compassionate way. Staff communicate with customers in the most suitable way. Staff respect customer's privacy and confidentiality	Met	10
The service respects the customer's choices, preferences, beliefs and lifestyle are respected and reflected in their care and support plans.	Met	10

Compliant

Description of Contract Compliance:

The Provider meets, and is able to evidence the required standard of the relevant Contract.

Level of Compliance	%
Compliant	80 - 100
Minor	60 - 80
Moderate	50 - 60
Major	25-50
Serious Default	25

Care is provided with the consent of the resident, this is recorded and can be withdrawn at any time.	Met	10
Residents have meaningful, personalised goals, which are agreed with them, or those who lawfully represent them, and which they are supported to meet.	N/A	10
S3 Support Planning, Health and Relationships		
A Support Plan is in place which determines the day to day support required by the customer, plans are person centred maintaining their wellbeing including nutrition, personal care, finances etc.	Met	10
There are accurate records kept to manage the assessed and identified risks to residents. Records are regularly reviewed and updated to reflect current need.	Met	10
Residents have activity programmes with opportunities to engage in activities meaningful to them.	Met	10
S4 Good Governance		
The Provider has a robust recruitment process for staff. This includes references, checks for suitability, and levels of qualification and/or experience, DBS checks, ID and rights to work.	Met	10
Staff are adequately skilled, competent, experienced and trained to carry out their duties	Met	10
There are enough suitably qualified, competent and experienced staff on duty at all times. The number will reflect the number of residents, individual needs and physical layout of the service.	Met	10
Staff are supported in their role through the application of robust policies and procedures including Supervisions.	Met	10
Team-meetings, communication books, emails and other methods are used to share concerns, discuss issues and reflect on strengths and weaknesses in the service.	Met	10
The provider has a robust recruitment process for any agency staff they employ, and has sight of relevant records where necessary. There is support and supervision for agency staff, whether by the provider or the agency.	N/A	10
Quality Assurance checks are in place and completed on a regular basis. Actions from quality assurance checks are completed and documented.	Met	10
There are general emergency procedures in place, including access to senior/management advice outside office hours where necessary	Met	10
There is robust recording of resident spending and receipts and belongings/inventory.	N/A	10
S5 Feedback and Learning		
There is a complaints policy and procedure, and this is shared with customers, families and other people important to customers and is accessible. There are written records of complaints, the investigation process and evidence of response. Complaints are used to identify possible abuse, or other failures, and appropriate preventative actions are taken where a failure is identified	Met	10
Incidents are recorded, debriefed and responded to, with actions and timescales, and professional advice is sought where this will reduce harm or risk of harm. Risk assessments are reviewed to prevent or reduce risk of reoccurrence.	Met	10

The service seeks out the views of families, partners and external agencies such as fire services, environmental health and the police, and this is used to inform service improvements.	N/A	10
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