Isle of Man Government

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# Adult Placement Agency

## Minimum Standards

Registration & Inspection Unit

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**Department of Health and Social Care**

***Rheynn Slaynt as Kiarail y Theay***

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## Introduction

This document sets out Minimum Standards for Adult Placement Agencies, which form the basis on which the Department of Health and Social Care (DHSC) will determine whether Adult Placements meet the needs of the people who use them.

## Regulatory Context

The Standards are published by the DHSC in accordance with sections 35, 36 and 37 of the Regulation of Care Act 2013.

Under the Regulation of Care Act the DHSC when performing its functions and making decisions about compliance with the Act and any Regulations or when making judgements about the quality of the service and/or the suitability of that service to continue being registered, must consider the minimum standards to the extent that they apply to that particular service.

## Principles and Values

The DHSC considers that the following principles are the rights of all people and are fundamental to achieving a quality service:

### Dignity

- To be treated with dignity and respect at all times.
- To enjoy a full range of social relationships.

### Privacy

- To have privacy and property respected and to be free from unnecessary intrusion.

### Choice

- To make informed choices, while recognising the rights of other people to do the same.
- To know about the range of choices.

### Safety

- To feel safe and secure in all aspects of life; to enjoy safety, but not be over protected
- To be free from exploitation and abuse.

### Realising Potential

- To have the opportunity to achieve, to make full use of the resources that are available and to make the most of life.

### Equality and Diversity

- To live an independent life, rich in purpose, meaning and personal fulfilment.
- To be valued for ethnic background, language, culture and faith.
- To be treated equally and to be cared for in an environment which is free from bullying, harassment and discrimination.
- To be able to complain effectively without fear of victimisation.

## Aims

Adult Placement offers service users (aged 18 years or over) an alternative and highly flexible form of accommodation and care or support inside or outside the home which is provided by ordinary individuals or families in the local community. This alternative, which enables the service user to share in the life and activities of the Adult Placement Carer, is valued by both service users and service commissioners. Adult placement enables a wide range of vulnerable people who need

support to live independent lives, promotes their health and well-being, and reduces the need for hospitalisation or admission to a residential care home.

The range of placements can cover:

- Long term placements and short breaks (either regular or one-off emergency placements that last for a few hours or a few weeks).
- Different levels of contact with the service users own family and adult placement carers who may either support or replace the family's role.
- Different care groupings (people with learning disability, physical/sensory impairment, mental health problems or dementia).
- Different age groups.
- Rehabilitation.

The Department of Health and Social Care wishes adult placement to continue to expand as an option available to those who may benefit from this type of service and believes that the best way to achieve this aim is through regulation of Adult Placement Agencies.

## Approach

The Minimum Standards for Adult Placement Agencies and the regulatory framework, within which they operate, should also be viewed in the context of the DHSC's overall policy objectives for adult services. These Standards focus on key processes that agencies must follow to ensure that the outcomes for service users in adult placements which are set out in the Standards are met. The Standards together with the Act, Registration Regulations and any other applicable legislation cover the main processes and documents that underpin the effectiveness of the Adult Placement Agency. These standards represent minimum standards and providers should seek to exceed these to further improve the quality of the service.

Regulators will look for evidence that the requirements set down in the Standards and Regulations are met through information supplied by the Adult Placement Agency including:

- discussions with the Adult Placement Agency manager and workers;
- inspection of records and files;
- written policies and procedures.

In addition, Regulators will routinely seek evidence through discussion with a percentage of Adult Placement Carers and the service users placed with them and through direct observation of life in the placement.

# Definitions

**Abuse**
Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Abuse may comprise physical abuse, sexual abuse, psychological abuse, financial or material abuse, neglect or acts of omission and discriminatory abuse (see "No Secrets", Department of Health, 1999 for full details).

**Adult Placement**
Short or long-term accommodation and care or support provided to a maximum at any one time, of three adults, placed through and supported by an Adult Placement Agency, by an Adult Placement Carer approved by the Agency. Adult Placements may include:

- accommodation with care, or intermediate care, in the family home (habitual residence) of an Adult Placement Carer;
- accommodation with support, in the family home (habitual residence) of an adult placement carer;
- respite care, with or without personal care; inside the adult placement carer's home;

**Adult Placement Carer**
A person who, under the terms of a Carer Agreement entered into with an Adult Placement Agency, provides, or intends to provide, care or support with accommodation in the adult placement carer's home) for no more than three service users at any one time.

**Adult Placement Agency**
An Agency regulated under the Regulation of Care Act 2013 managed either by the DHSC or an independent (profit-making or non-profit making) body, who is responsible for recruiting, assessing, training and supporting adult placement carers for taking referrals, matching and placing service users with adult placement carers and for supporting and monitoring the placement.

**Adult Placement Worker**
An individual (adult placement worker) employed by an Adult Placement Agency who has the competencies, qualities and experience needed to carry out the required tasks and meets the qualification set out in the Adult Placement Standards.

**Adult Placement Approval Panel**
A group of people independent of but appointed by the Adult Placement Agency to approve applications from prospective adult placement carers on the basis of an assessment report presented by the adult placement worker.

**Assessment**
Collection and interpretation of information to determine an individual's need for health, personal and social care and support services, undertaken with the individual, his/her representative and relevant professionals.

**Care Management**

A system for organising the assessment and re-assessment of individuals' needs and the subsequent planning and delivery of care services to service users by the DHSC, and Community Psychiatric Nurses, psychiatrists and other NHS personnel under Care Programme Approach (CPA) for people with mental health problems. All parts of care management should be carried out in full consultation with individual service users and their carers.

**Care Plan**
A written statement, regularly updated, including a summary of assessed needs and setting out the support and/or care that is required/ how it will be delivered and by whom; including any health and social care services that a service user receives. Care plans should always include a review date but may also be reviewed outside of that date as the service users' needs change.

**The Disclosure and Barring Service (DBS)**
The DBS enables employers to check whether prospective employees have a criminal record. It provides information in the form of a Disclosure. Standard disclosures contain details of all convictions on record (including 'spent' convictions - i.e. those that happened some time ago and normally no longer need to be revealed as specified in the Rehabilitation of Offenders Act 1974) plus details of any cautions, reprimands or warnings.

Enhanced disclosures contain the above information plus any information held by local police forces about an individual. The DBS also carries out any necessary checks that an applicant is not listed on any of the lists held about people considered unsuitable to work with vulnerable adults or children (see below). The IOM vetting bureau undertakes the initial collection of information via the disclosure application form that is completed by the individual requiring the check. In addition the DBS operate 2 barred lists; one for adults and one for children. These lists merged the previous POVA, POCA and List 99. Employers have specific legal responsibilities with regard to referring employees to be place on a barred list.

**Independent Advocate**
An individual who is independent of the Agency or of any of the statutory agencies involved in the purchasing and provision of care in, or regulation of, the adult placement, who acts on behalf of and in the interests of someone who feels unable to represent him/herself when dealing with professionals. Self-advocates are trained and supported to represent their own views.

**Notifications:** Where the provider must notify Registration and Inspection Unit using the appropriate form.

Regulation 10 Requirement to notify DHSC of death, illness and other events.

1. The registered person in relation to a care service must notify DHSC no later than 24 hours from the occurrence of:

(a) the death of any service recipient at the care service and the circumstances of the death;

(b) the outbreak of any notifiable disease (within the meaning of Part II of the Public Health Act 1990) at the care service;

(c) the serious injury or illness of any service recipient at the care service;

(d) the suffering of serious harm of any service recipient at the care service;

(e) any event at the care service affecting the well-being of any service recipient;

(f) any unexplained absence of a service recipient from a care service;

(g) any serious incident necessitating calling the police to the care service;

(h) the making of any allegation that a service recipient has committed an offence;

(i) any theft, burglary, fire or accident at the care service; and

(j) any conduct of a member of staff at a care service that may be such that they may not be a suitable person to be involved in the care of service recipients.

2. If a service recipient is a child, the registered person in relation to a care service must, no later than 24 hours from the time of the occurrence of any of the events specified in paragraph (1) (a) to (j), also notify:

(a) the child's parents or person with parental responsibility for the child; and

(b) any person or organisation that has accepted responsibility wholly or partly for the cost of that child's care at the care service.

**Outcome**
The end result of the service provided by an adult placement carer to an individual, which can be used to measure the effectiveness of the service.

**Personal Care & Personal Support**
Help with daily living tasks including assistance with bodily functions where required (intimate personal care) and also including advice, encouragement and supervision with those tasks, and emotional and psychological support.

**Placement Agreement**
An agreement between the service user, the adult placement carer, Adult Placement Agency and the DHSC.

**Policy**
An operational statement of intent which helps staff and adult placement carers make sound decisions and take actions which are legal, consistent with the aims of the Agency, and in the service user's best interests.

**Procedure**
The steps taken to fulfil a policy.

**Qualification and Credit Framework (QCF)**
The new framework for creating and accrediting qualifications. It is pivotal to the major reform of the vocational qualification system. It consists of certificate and diploma and award levels geared to specific roles. Its structure is unit and credit based and it is regulated by OFQUAL.

**Registered Manager /Registered Person**
A person who either provides an adult placement service (through an agency) and is registered with the Department of Health and Social Care to do so (the registered provider); or who manages the service and is registered with the Department of Health and Social Care to do so (the registered manager). Both persons must meet the suitability requirements placed upon them under the Act.

**Representative**
A person (who may be a relative or friend) acting on behalf of someone using Adult Placement Services.

**RIDDOR:**

Reporting of injuries, diseases and dangerous occurrences regulations.

**Service User**
A person provided with services by an adult placement carer approved by an Adult Placement Agency. Includes older people and people who have dementia, a physical disability, sensory impairment, learning disability, autistic spectrum disorder, mental health problems, substance misuse problems, HIV/AIDS, and/or dual or complex multiple disabilities including those who are deaf/blind.

**Service User's Plan**
A plan generated from the statutory care plan where applicable – developed by the Adult Placement Agency with the service user, describing the services and facilities to be provided during the placement and how these services will meet assessed needs and achieve personal goals.

**Short Term Care**
Care provided for less than 26 weeks in any 52 week period.

**Standard**
A measure by which quality is judged.

## Standard 1 – Information, Referral and Assessment

**Outcome – Prospective service users and/or their representatives have the information they need to make an informed choice about where to live. This includes an assessment of their needs and wishes.**

1.1 The service must have in place a Statement of Purpose about the Adult Placement Agency. This describes the overall aims, objectives and philosophy of the Agency and includes the relevant information from the list set out in Schedule 3 of the Registration Regulations. The information must be updated regularly to ensure accuracy.

1.2 A service user guide or handbook is available which contains information about:

What an Adult Placement Agency is and how it runs and what does that mean for the service user including how carers and service users are matched, how carers will support service users, what to do if there is something the service user is not happy about.

1.3 The Adult Placement Agency must ensure that any prospective service users and/or their representatives receive a copy of the Statement of Purpose and service user guide/handbook, in formats suitable to meet their communication needs. Appropriate support to aid understanding of the content must be provided. Where this is not appropriate the reason for this must be recorded.

1.4 Referrals must only be accepted on the basis of a full assessment of the prospective service user, undertaken by people trained to do so and involving the individual, where possible. If the service user is not involved then the reason for this must be documented. Other parties involved may include family members, representatives and relevant professionals.

1.5 The needs assessment must cover the following areas:

- Medical history.
- Health.
- Medication.
- Relationships (family and friends).
- Physical care.
- Mental health.
- Personal care.
- Culture, faith and sexuality.
- Communication.
- Social history.
- Any specialist aids or equipment.
- Challenging behaviour.
- Education, training or employment.
- Assessment and management of risk (current and previous).
- Finances.
- Any professional involvement.
- Social interests/hobbies.

## Standard 2 - Matching Trial Visits and Introductions

**OUTCOME**
**The chosen placement meets each service users' needs and aspirations.**

2.1 The Adult Placement Agency must ensure, through its matching and introduction processes, that the placement will suit the service user and that the Adult Placement Carer is able to meet the service user's needs.

2.2 The matching process must be based on the individual needs assessment and the adult placement carer assessment.

2.3 The Adult Placement Agency determines that the person is appropriately matched with the adult placement carer (and household) with respect to personal compatibility as well as the ability to meet the service user's needs, following discussion with both parties.

2.4 The Adult Placement Agency must ensure that current, complete and relevant information is made available to the prospective service user and the adult placement carer to enable both to make an informed decision about the suitability of the match; and supports both parties to understand and participate in the matching process and decision.

2.5 The adult placement carer spends sufficient time (for the type of placement and the needs of the individual person) getting to know and understand the service user in accordance with the Adult Placement Agency's written procedures.

2.6 The Adult Placement Agency must involve the service user's family/representative (with the service user's agreement) and the social care professional, and ensures the service user is informed about independent advocacy/self-advocacy schemes.

2.7 The Adult Placement Agency must ensure that both the service user and the adult placement carer understand that the matching process and introductory period may be halted at any point without fear of criticism or recrimination.

2.8 The service user must have the opportunity to visit and to stay in the adult placement carer's home on a trial basis before making a decision to accept the placement. A minimum 24-hour overnight visit with the adult placement carer in their home is offered to prospective long-stay service users, and a half day visit to the adult placement carer's home is offered to short-break service users, including an opportunity for the prospective service user (with family, friends, advocate as appropriate) to:

- meet the Adult Placement Carer's family and any other service user;
- see the home, the single room identified for the service user and the neighbourhood;
- have a meal;
- discuss how the placement can meet the service user's requirements;
- see the kind of records that will be kept about service users.

2.9 When an emergency placement is made, the Placement Agency must undertake to:

- make sufficient information available about the service user to ensure the safety of the service user, the Adult Placement Carer and their household;
- inform the service user within one working day about key aspects of the placement;
- ensure a Placement Agreement is provided and all other matching and placement criteria are met within five working days;
- make clear that an emergency placement does not imply the right or requirement to stay in the same placement.

## Standard 3 - Daily life

**OUTCOME**
**Each service user is supported to live the kind of life they wish to live.**

3.1 The Adult Placement Agency must have systems in place to ensure that the adult placement carer understands and fulfils their responsibility to support the service user in accordance with their care plan.

3.2 The service user must be able to share the daily life and activities of the adult placement carer and to participate where appropriate in household decision making and daily routines are in keeping with ordinary domestic practices.

3.3 The service user, where appropriate, has their own set of front door keys, receives their mail directly and has the option of having a lock on their own bedroom door.

3.4 Personal care/support must be provided sensitively and flexibly to maximise the service user's privacy, dignity, independence and control. The privacy and dignity of the service user is maintained.

3.5 The service user must be enabled to take responsible risks in the context of their service user's plan and of the Agency's risk assessment and risk management strategies.

3.6 The service user must be encouraged and enabled to pursue their own interests and take part in valued and fulfilling activities, including paid employment if they wish to develop new skills and/or to continue their education or training and social choices.

3.7 The service user must be supported to manage their own finances where possible and in line with the Agency's policies and as set down in the service user plan. Where this is not appropriate the reasons for this must be recorded and clear procedures identified.

3.8 The service user must have the adaptations and equipment they need for maximum independence.

3.9 The service user must be supported and facilitated to take control of and manage their own healthcare, where appropriate, and to use community healthcare facilities.

3.10 The service user - following risk assessment, must be encouraged and supported to retain, administer and control their own medication, in line with the Agency's policies and as specified in the service user plan.

3.11 The service user must be offered and/or supported to prepare a healthy diet, and meals. Mealtimes are enjoyable with likes and dislikes being considered along with any specific dietary requirements.

3.12 The service user must be supported to maintain existing personal, family and sexual relationships and to develop new ones as appropriate. This should include being able to invite friends and family to visit them in their home.

## Standard 4- Service User Plan and Placement Agreement

**OUTCOME**
**Each service user has an individual written placement agreement and service user plan.**

### Supporting Criteria

4.1 A service user plan must be developed from the Social Work Assessment/Care Plan and/or the Adult Placement Agency's own assessment and is consistent with the key principles of adult placement. The plan must be in place prior to the start of the placement.

4.2 The content of the plan must be appropriate to the type and duration of the placement and sets out how the service user's needs (including health care) and lifestyle aspirations will be met.

4.3 The service user plan must be kept under review and amended as appropriate but as a minimum every six months. Any agreed changes are recorded and actioned.

4.4 The Adult Placement Agency must develop and agree with each service user a written placement agreement which sets out the terms and conditions of the placement, the rights and responsibilities of all parties, and the services to be provided by the adult placement carer to meet the service user's needs.

4.5 The placement agreement and service user plan must be in an appropriate format/ language (and/or explained to the person).

The placement agreement and service user plan incorporate the views of the person, their care manager/co-ordinator, the Adult Placement Carer and any other relevant parties. If the service user is unable or does not wish to be involved this is recorded.

## Standard 5
## Development of Placement Agreement and Service User's Plan

**OUTCOME**
**Each service user can be sure that their current and changing needs are met.**

### Supporting Criteria

5.1 The Adult Placement Agency must regularly support, monitor and review each placement to ensure that the service user's assessed and changing needs are met by the Adult Placement

Carer, and the aims and underlying principles of the placement (as set out in the placement agreement and service user's plan) are achieved.

5.2 The Adult Placement Agency must make regular monitoring visits (a minimum of every 3 months, determined by the level of activity and demands upon the Adult Placement Carer) and seeks feedback about the placement from service users/family and friends/advocate, and relevant professionals / stakeholders in the community.

5.3 The placement must be reviewed with the service user (with appropriate support) at the placement review held at least annually, or whenever significant changes in the circumstances of the service user or the adult placement carer are identified; and records updated accordingly.

5.4 The placement review must take into account the continuing suitability of the placement and agreed changes are recorded and actioned.

5.5 The Adult Placement Agency must seek the involvement of the social worker at each placement review.

5.6 The Adult Placement Agency must meet at least annually with the service user outside their placement and without the adult placement carer. They must maintain contact with other people who know the person well; and makes unannounced visits to the adult placement carer's home.

5.7 The Adult Placement Agency must keep a record of the monitoring and review of the placement.

## Standard 6
## Adult Placement Carers support and review

**OUTCOME**
**The Adult Placement Carer is well -supported and their work is reviewed by the Agency**

### Supporting Criteria

6.1 The Adult Placement Agency must support and review the work of the adult placement carer to ensure that they have the resources, skills and knowledge to fulfil their responsibilities under the placement agreement and service user's plan, according to the underlying principles of adult placement.

6.2 All adult placement carers must be provided with a handbook. Content to include:

- Aims and philosophy of the service.
- Types of care provided (emergency, short term, long term).
- Recruitment process for carers.
- Processes for arranging and ending a placement.
- Role and responsibilities of adult placement carer.
- Support for carers including supervision and training.
- How to handle complaints.

- How to handle any safeguarding concerns.
- Information regarding fees payable and method of payment.
- Useful information and contact numbers e.g. regarding insurance, income tax.
- Information about minimum standards.
- Health and safety information.
- How to handle an emergency situation.

6.3 The Adult Placement Agency must make regular support visits (as per 5.2) and ensure that the adult placement carer receives any specialist advice, training and support required to meet the service user's assessed needs.

6.4 If an adult placement carer requires additional, occasional help in order to support a service user, such help must be assessed, checked, arranged and monitored by the Adult Placement Agency.

6.5 The Adult Placement Agency must facilitate peer support for adult placement carers including local adult placement carer groups.

6.6 Adult Placement carers providing long-term placements must be able to take regular breaks, and the Adult Placement Agency must support the adult placement carer to find alternative support for the service user during the agreed break.

6.7 The Adult Placement Agency must co-ordinate an annual meeting to review the work of the adult placement carer, which forms the basis of a review report. This must cover the following areas:

- an evaluation of the adult placement carers' work against the placement agreement;
- the adult placement carer's development and training requirements;
- the adult placement carer's evaluation of the service and support provided by the Adult Placement Agency;
- any required update of formal checks.

6.8 The Adult Placement Agency must produce a review report based on the outcome of the meeting and which incorporates the views of the adult placement carer, other household members (as appropriate); the service user in the placement/advocate; the adult placement agency worker; Social Worker.

6.9 The adult placement carer must have the opportunity to read the review report and to contribute written comments, and must receive a copy of the final review report.

6.10 Where the adult placement carer review report recommends a change or termination of approval, the adult placement worker must present the report to the Approval Panel for endorsement. In the case of recommendation of termination of approval, the adult placement carer must be given clear information about their right of appeal before the review is presented to the Approval Panel.

## Standard 7
## Adult Placement Carer Recruitment, Selection and Training

**OUTCOME**
**Service users are supported by a trained, responsible and competent Adult Placement Carer.**

### Supporting Criteria

7.1 The Adult Placement Agency's selection procedure and training programme must ensure that adult placement carers have the competencies and qualities to carry out the tasks required to meet the service user's needs.

7.2 The Adult Placement Agency's selection process must begin with a pre-application meeting which includes:

- information about the selection process;
- the role of the Adult Placement Agency;
- the requirements of adult placement carers;
- advice on the suitability of any accommodation to be provided by the prospective adult placement carer;
- a discussion of queries or concerns and information about the complaints procedure.

7.3 Prospective Adult Placement Carers must complete an application form that includes:

- basic information on applicants and, where appropriate, other household members;
- previous addresses (if lived in present address less than 5 years);
- information on types of care and service user groups the applicant wishes to provide for;
- satisfactory completion of references and checks; (see 7.4);
- declaration of any conflict of interest;
- written consent for the appropriate checks and references to be taken up;
- statement which alerts applicant to the fact that information will be kept on a computer database by the Adult placement agency;
- system for the monitoring of ethnicity, gender, disability of applicants;
- details of current and previous work experience (paid or unpaid) with explanation of any gaps.

7.4 The Adult Placement Agency must only accept prospective carers following successful completion of all checks and satisfactory references, including:

- DBS enhanced check, every 3 years unless the update service has been selected;
- original formal proof of identity, including a photograph;
- medical opinion;
- two personal references from people other than relatives of the applicants who have known the applicants well for at least two years;
- employer's reference; and check on any gaps in the employment record (if applicable);
- suitability check with social service (where applicable);
- valid driving licence where relevant;
- where premises are leased, a copy of the lease agreement, with evidence that there is permission for adult placement accommodation to be provided.

7.5 The Adult Placement Agency must have an agreed programme of assessment, provided in writing to all prospective carers at the time of application.

7.6 The assessment programme must provide evidence that adult placement carers possess the skills, knowledge and abilities and that any accommodation provided is suitable.

7.7 The assessment programme must allow any matching limitations to be identified.

7.8 The adult placement worker must discuss the completed assessment report with the prospective adult placement carer prior to presentation to the Approval Panel. A copy of the completed assessment report (excluding third party information) must be given to the prospective adult placement carer.

7.9 Adult placement carers must receive training to meet the needs of service users.

7.10 Training and development opportunities must be planned and delivered based on an individual training needs analysis and ongoing supervision, to ensure the adult placement carer's continuing competence to meet the person's changing needs.

## Standard 8
## The Approval Panel

**OUTCOME**
**The Adult Placement Agency appoints a group of interested, skilled and experienced people to form an approval panel**

**Supporting Criteria**

8.1 The Adult Placement Agency must have written guidelines for the approval process and a copy of these guidelines must be given to the prospective adult placement carer.

8.2 The Adult Placement Agency must ensure that:

- there is a Panel Chair who has the necessary skills and experience and who is completely independent of the assessment process;
- The majority of Panel members are independent of the Adult Placement Agency. Panel members drawn from the Adult Placement Agency or its parent organisation should not be involved (either as a worker or a manager) in the assessment of prospective carers;
- the Panel composition reflects as far as possible the community served by the Adult Placement Agency and offers a balance of skills, interests and backgrounds;
- the Panel includes people with experience as an adult placement carer and people who use or have used services. Panel members drawn from these groups should not be currently working for or supported by the Adult Placement Agency.

8.3 The Adult Placement Agency must appoint the agency manager or an agency worker to act as an adviser to the Panel. The adviser can answer questions from Panel members and provide clarification about Agency policy, procedures and processes but cannot participate in Panel decision making.

8.4 The Adult Placement Agency must establish a fair, equitable and transparent process for recruiting and selecting Panel members. Appointment to the Panel is subject to satisfactory completion of Disclosure and Barring Service check.

8.5 New Panel members must undergo an induction process to ensure they have a full understanding of the aims and objectives of the Adult Placement Agency, the remit of the Approval Panel and their own roles and responsibilities. The Adult Placement Agency has a clear code of practice for Panel members.

8.6 Panel members are appointed for a fixed period (usually 3 years) subject to an agreed probationary period.

8.7 The Adult Placement Agency must establish a clear process for responding to concerns about a Panel member. This process includes procedures to be followed if it is deemed necessary to remove Panel membership. These procedures must include an appeal process.

8.8 The Approval Panel is responsible for:

- the approval of all prospective Adult placement Carers;
- the approval of requests for a change in the approval status of approved adult placement carers;
- the decision as to whether an approved adult placement carer can continue to be approved following a major change in circumstance or a serious complaint against them.

8.9 There must be an appeal procedure involving a person/people independent of the approval process with the skills and experience necessary to deal with the complex issues involved. Each applicant should receive clear information about his/her rights of appeal against assessment recommendations and/or approval decisions.

## Standard 9
## Management, Staff, Quality and Improvement

**OUTCOME**
**Service users benefit from a properly conducted Adult Placement Agency**

9.1. The Adult Placement Agency Manager has a qualification at QCF Level 5 Leadership in Health and Social Care, or equivalent and is competent and experienced to run the Adult Placement Agency and meet its stated purpose, aims and objectives.

9.2. The Adult Placement Agency must recruit adult placement workers who have the competencies, qualities and experience required to meet adult placement carers' support needs, and have a qualification at QCF Level 3 or equivalent.

9.3. The Adult Placement Agency must train, develop, supervise and monitor adult placement agency workers to ensure that they understand and implement the aims of the Adult Placement Agency and carry out the tasks required of them in selecting, matching and supporting adult placement carers.

9.4. Systems must be in place to ensure the effectiveness, financial viability and accountability of the Agency including strategic planning and review, proper financial planning and controls, human resources planning, and quality monitoring according to best business practice.

9.5. The Adult Placement Agency's written policies and procedures must comply with current statutory provisions and recognised professional standards, advice and they must include the following topics:

- Access to files.
- Accidents to service users, adult placement carers and staff.
- Adult safeguarding.
- Approval Panel: Operational Criteria (including recruitment and selection).
- Behaviour management.
- Concerns and complaints.
- Confidentiality.
- Control of substances hazardous to health.
- Emergencies and crises.
- Ending a placement.
- Equal opportunities.
- Fire safety
- First aid.
- Hygiene and food safety.
- Management of service users' money, valuables and financial affairs.
- Medication policy which includes control, administration, self administration, recording, safekeeping, handling and disposal of medicines including non-compliance.
- Record keeping.
- Risk assessment and risk management.
- Safe friendships and relationships.
- Safe working practices (including moving and handling and health and safety).
- Training and development.
- Whistle blowing.

9.7 Formal quality assurance systems must be in place and the registered person uses a range of tools to measure the quality of the service provided. This will include:

- numbers and types of complaints received and any learning resulting from these;
- comments and compliments about the service from a range of stakeholders;
- accident and incident reports;
- observations of those using the service;
- views of staff working at the service.

9.8 The Adult Placement Agency must produce an annual report which lists the success of the service and introduces a written development/improvement plan based on the outcomes of the quality assessment exercise. The annual report should include:

- Achievements in the year.
- Plans for future.
- Outcomes of the quality assurance exercise.
- Service user plan audits.
- Compliments and complaints received and any changes made as a result of concerns raised.

## Standard 10
## Business premises and record keeping

**OUTCOME**
**The Service is managed from appropriate premises and records are stored safely**

### Supporting Criteria

10.1 The Adult Placement Agency must operate from permanent premises and there must be a management structure in place, including clear lines of accountability, which enables the agency to deliver services effectively on a day to day basis, in accordance with the agency`s business plan. The premises must provide a safe working environment for staff and include the provision of private space for confidential meetings.

10.2 The registered provider must be able to demonstrate there is adequate staff cover for the operation of the agency.

10.3 All records must be kept secure, up to date and in good order and are constructed, maintained and used in accordance with the Data Protection Act 2002 and other statutory requirements.

10.4 Individual records of each service user must contain:

- Completed referral form.
- Needs assessment.
- Placement agreement (including any finance arrangements).
- Service User plan.
- Risk assessment.
- Medical information (Inc. medical history, medication list & reviews, access to medical services).
- Contact with significant people (family, friends, professionals).
- Communication arrangements.

10.5 Individual records of each carer must contain:

- Pre-appointment checks.
- Contract.
- Training information.
- Supervision records.
- Support arrangements.

10.6 Individual records of each staff must contain:

- (Inc. application form.
- Proof of current DBS.
- Two references.
- Curriculum vitae
- Medical declaration form.
- Qualifications.
- Job description.
- Contract.

- Supervision records.
- Training records
- Notifications from staff of any new criminal offence they may have committed, including motoring offences.
- Any investigation reports undertaken on allegations or incidents of misconduct and evidence of appropriated disciplinary action taken.

10.7 Employers must refer someone to the Disclosure and Barring Service if they are:

- Dismissed because they harmed a child or adult.
- Dismissed or removed from working in a regulated activity because they may have harmed a child or adult otherwise.
- Or were planning to dismiss them for either of these reasons, but the person resigned first.

## Standard 11
## Safeguarding

**OUTCOME**
**Each Service User is Safe in the Placement.**

**Supporting Criteria**

11.1 The Adult Placement Agency must ensure that key policies and procedures to protect the service user in the placement are in place, implemented and regularly updated.

11.2 The service user must be protected from actual or likely forms of abuse in accordance with the Agency's Adult Protection Policy and Procedures and with the Isle of Man Safeguarding Procedures for Adults. https://www.gov.im/about-the-government/departments/health-and-social-care/safeguarding/safeguarding-adults-partnership/policy-and-procedures/.

11.3 The health, safety and welfare of the service user must be promoted and protected, in accordance with the Agency's Health and Safety Policy and Procedures and with current legislation.

11.4 The service user must be enabled to take responsible risks based on accessible information, in the context of their service user plan and of the Agency's risk assessment and risk management strategies.

11.5 Physical intervention is used only as the last resort, is in the service user's best interests and is the minimum consistent with safety, in accordance with the Agency's Behaviour Management Policy and procedures and with government guidance.

11.6 Information about or given by the service user must be treated with confidence and shared only in accordance with Agency policies and with legislation.

11.7 The service user must be encouraged to voice concerns, and knows how to make a formal complaint, in accordance with the Agency's Complaints Policy and Procedures; and the Agency helps the service user to access local independent advocacy to help express their views.

11.8 The service user's money and financial affairs must be dealt with appropriately in accordance with the Agency policy on service users' money.

This document can be provided in other formats

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