



Contract Performance Monitoring Form
for
Supported Living Services

Service Provider	Leyton House Community Centre Ltd
Service Type	Supported Living
Scheme Name:	Iman House
Scheme Address & Tel No.	56-64 Bushey Road, Plaistow, E13 9EN 02038 597 337
Name of Scheme Manager	Sanawaz Dilmahomed
Monitoring Date	11/02/2020
Contracts Officer's Name	Irin Chowdhury

1- General information																					
Business owner	Leyton House Community Centre Ltd																				
Change of owner in the last 12 months?	No																				
Date current ownership took place	2013																				
Company registration number	04199578																				
Business website	https://lhcc.co/supported-living.php																				
Landlord name	Owned by company																				
Type of landlord																					
Landlord contact details	Leyton House Community Centre Ltd																				
Newham Landlord Registration	Individual flats																				
Type of tenancy (obtain copy)	Licence agreement																				
Weekly rent	£195																				
Weekly service charge (obtain copy of breakdown)	£10 (Maintain flats and for communal spaces).																				
Unit information	<table border="1"> <thead> <tr> <th></th> <th>Beds</th> <th>LBN Customers</th> <th>Other customers</th> <th>Voids</th> </tr> </thead> <tbody> <tr> <td>Iman House</td> <td>21</td> <td>13</td> <td>5</td> <td>3</td> </tr> </tbody> </table>					Beds	LBN Customers	Other customers	Voids	Iman House	21	13	5	3							
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CQC Registered?	No																				
Staffing level Day Night (waking) Pay rates	<table border="1"> <thead> <tr> <th>Iman House</th> <th>Duty Time</th> <th>Staffing Level</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Monday – Friday</td> <td>08.00-20.15</td> <td>X2</td> </tr> <tr> <td>09.00-18.15</td> <td>X2</td> </tr> <tr> <td>08.00-17.15</td> <td>1x wk</td> </tr> <tr> <td>20.00-08.15</td> <td>X2</td> </tr> <tr> <td rowspan="2">Saturday - Sunday</td> <td>08.00-20.15</td> <td>X2</td> </tr> <tr> <td>20.00-08.15</td> <td>X2</td> </tr> </tbody> </table>				Iman House	Duty Time	Staffing Level	Monday – Friday	08.00-20.15	X2	09.00-18.15	X2	08.00-17.15	1x wk	20.00-08.15	X2	Saturday - Sunday	08.00-20.15	X2	20.00-08.15	X2
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Insurance				Expiry date																	
Public	£10,000,000			08/11/2020																	
Employers	£10,000,000			08/11/2020																	
Malpractice	£5,000,000			08/11/2020																	
Professional indemnity																					
Medical malpractice	£5,000,000			08/11/2020																	
Other	Abuse £2,000,000			08/11/2020																	

2- Visit
Background/Outstanding Issues
Part of London Borough of Newham's Contract Monitoring cycle, to review Supported Living Services and all schemes supporting LBN funded customers.

3- Facilities Management

Check the general state of the building	Office located in the garden, upon a walk through; noted to be in good condition and clean.											
Check for building risk assessments	<table><tr><td>Risk Assessment</td><td>Date</td></tr><tr><td>Building RA (Compulsory) / Home Risk Assessment completed on a monthly basis.</td><td>03/02/2020</td></tr><tr><td>Fire RA (Compulsory)</td><td>10/12/2019</td></tr><tr><td>COSHH (Compulsory)</td><td>02/10/2019</td></tr><tr><td>Other</td><td></td></tr></table>		Risk Assessment	Date	Building RA (Compulsory) / Home Risk Assessment completed on a monthly basis.	03/02/2020	Fire RA (Compulsory)	10/12/2019	COSHH (Compulsory)	02/10/2019	Other	
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Other												
Fire folder with Personal Emergency Evacuation Plan (PEEP) Fire evacuation plan Smoke alarm testing Signage Fire extinguishers	Fire folder											
	Fire evacuation plan	Record of evacuation plan in Health & Safety folder and seen located around the property										
	Smoke alarm testing	Evidence of regular fire alarm testing, last completed on 10/02/2020										
	Fire evacuation drills	Recorded last for 04/11/2019; included 3 staff members, 16 customers no outcome or issues identified.										
	Emergency lights	Record of monthly tests, last completed on 03/02/2020										
	Signage	During walk through, noted fire exist signs and fire extinguishers seen around the property. In addition, clearly marking fire door exists and assembly point.										
	Fire extinguishers	Record of annual fire extinguishers testing, last tested on 02/04/2019										
	Other	Record of monthly inventory of Fire Equipment Check including fire Blanket in the kitchen and fire doors.										
Check the health and safety procedures.	H&S Inspection Checklist (breakdown of what is required to be checked) Record of staff daily checks, comment section, for any issues found, which is communicated to maintenance.											
Check for gas certificate	N/A											
Electrical installation certificate	05/01/2020 Also, individual flats 30/05/2017 for 3yrs											
Check for COSHH cabinet	Self-contained flats, each flat equipped with their own cabinet as informed customers have capacity											
Other H&S	Also, recording weekly cleaning rota											
Are there any planned works/changes for the service in the next 12 months?	Informed late last year (2019) have approval for planning of 7 new flats; currently in consultation period, aiming for additional 1 floor and to start work in the next 2mths. advised work may take up to 46mths.											

4- Safeguarding & Safety	
Look for evidence of: Local safeguarding procedure	Evidence of procedure in place, also utilising local (LBN) Safeguarding procedures.
Evidence of safeguarding records	Recorded in folder (archived at the end of the year) and in the Safeguarding alert register, copy kept of completed forms.
Evidence of medication procedures	Evidence of medication process in place
Evidence of medication auditing	Evidence of clear medication auditing
Incident recording	Incident/ Accident and complaints recorded in their own folder.
Are there any ongoing safeguarding being investigated	Advised no current ongoing investigation however, recently one closed in Dec 2019
Other	

5- Customer Records	
Person centred support plan (reflecting) Allocated key worker Clear outcomes recorded Evidence of regular key working Risk assessment Capacity assessment Date of last LBN review Evidence of service user's activities Medication assessment Medication administration Check MAR for accuracy Evidence of medication auditing	Customer 1- G.T. Customer profile, including: <ul style="list-style-type: none"> - Customers diagnosis, - Team involved; i.e. professional, relatives - Medical History - Family information - personal history Medication <ul style="list-style-type: none"> - list of medication Care Plan dated for 30/09/2019, recording: <ul style="list-style-type: none"> - Mental Health - Medication - Physical - Social Contact - Finance - Accommodation - Care Plan sets out actions and timescale Risk Assessment last reviewed on 24/09/2019 <ul style="list-style-type: none"> - Includes relapse of Mental Health with indicators for risk to occur - Risk management guidelines, risks are not rated and compiled as a list - Includes a number of different areas, such as; Physical health Evidence of 1:1 sessions, monthly basis 11/01/2020 Allocated key worker Medication Support Plan MDT contact information updated Daily logs – last recorded for 11/02/2020, areas as identified in customer's Support Plan, clear staff recording information. MAR Chart, no gaps
Person centred support plan (reflecting) Allocated key worker Clear outcomes recorded Evidence of regular key working Risk assessment Capacity assessment	Customer 2 – D.M. Customer profile, including: <ul style="list-style-type: none"> - Contact information - Teams involved i.e. professionals - Customers photo Support Plan dated 21/08/2019 <ul style="list-style-type: none"> - Number of areas identified, also set actions Risk Assessment completed on 27/08/2019, listed a number of key areas:

Date of last LBN review Evidence of service user's activities Medication assessment Medication administration Check MAR for accuracy Evidence of medication auditing	<ul style="list-style-type: none"> - Mental Health - Physical health and such - Including information on customer health, i.e. customer being diabetic Evidence of one-one sessions, last completed on 11/02/2020 Evidence of regular daily records, last completed for 11/02/2020 am and pm. <ul style="list-style-type: none"> - Comments relates to areas identified in customers Support Plan Evidence of Activity sheet Mar chart, no gaps, being ticked by customer.
Other	Using system: Carex Solutions, seemed easy to use and able to record a number of factors

6- Staff Records	
Inspect Two randomly selected staff files and look for:	
Staff No1	A.T.
Contract of employment	19/02/2018
Employment references	1 st reference; from previous company on a letter headed paper, dated 02/04/2015 2 nd reference; character Reference, completed by co-worker dated 02/05/2015
DBS (Date and number)	Issue date: 23/03/2015, reviewed on 10/05/2019 and annually checked Certificate number: 001477073793
Right to work in the UK	Copy of passport, signed and dated 24/10/2019
Induction	3 induction packs; First day, Staff induction (1-2wks 03/04/15) and Policy Induction also, signed by Supervisor
Supervision	Evidence of monthly supervision, 9/12/2019, note sure if actions were clear
Appraisal	Annually completed, last completed on 11/02/2019
Individual training	Number of certificates in file i.e. challenging behaviour 04/12/2019 Mental capacity 27/11/2019
Other	All documents kept on the computer
Staff No2	Not checked
Staff training matrix	Action: Provider to send staff training matrix
Evidence of training delivery	Evidence of training being completed
Staff feedback: Talk to one or more members of staff and ask for their understanding of:	
Safeguarding	Not checked
DOLS	Not checked
Whistleblowing	Not checked

7- Quality Assurance	
Evidence of self-audits, Are audits fit for purpose	Quality Assurance Folder <ul style="list-style-type: none"> - Manager quarterly reviewing customer's folder and other folders, Health & Safety - Customer Satisfaction Survey last completed in Oct 2019, completed twice a year - Relative Survey last completed in Oct 2019 - Professional Survey - Staff Survey Oct 3029 - Annual Manager review completed last on 10/01/2020; Data from surveys, including staff supervision, collated into a report and

	feedback illustrated into graphs etc.
Staff meetings	Meeting to be held meetings, last held on 03/01/2020
Customers meetings	Meeting to be held monthly, last held on 10/10/2020

8- Outcome	
Positive Feedback	During a walk thorough, noted service to be clean and in good state of affairs. Provider has clear Policies and Procedures in place for Health & Safety, Safeguarding and a good management oversight system.
Areas of concern	No concerns identified during this visit
Providers comments	

9- Action Plan				
	Action	By Whom	By When	Comments
1	Correction: as customer (G.T.) has given consent to administer Medication thus counted as self-medication. However, Provider to send copy of signed document consenting to administer medication.	SD	29/06/2020	
2	Provider to send staff training matrix	SD	29/06/2020	