



ARK Care & Support Service Review

Service:

Performed By:

Date:

CI Grades Awarded at Last Inspection:

Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership

Summary of Review Findings:

Focus Areas	Evidence Sampled	Findings	Actions Required	Include as additional action local Action Plan (Y/N)
CARE INSPECTORATE FINDINGS				
Comprehensive action plan in place				NA
Actions completed or progress evident				NA
Learnings shared across service/area/org where appropriate				

Focus Areas	Evidence Sampled	Findings	Actions Required	Include as additional action local Action Plan (Y/N)
GOOD LIFE PLANNING				
GL Assessments are in place for all service users				
GL Assessments are sufficiently detailed				
GL Support Plans are in place for all service users				
GL Support Plans are sufficiently detailed				
GL Support Plans include input from others where required				
Details of any Orders are included in GLSP				
Details of any health protocols are included in GLSP				
GL Support Reviews have taken place every 6 months min				
ARK Risk Management Processes are adhered to				
Risk Assessments are included in GLSP				
Risk Assessments have been reviewed every 6 months min				

Focus Areas	Evidence Sampled	Findings	Actions Required	Include as additional action local Action Plan (Y/N)
SERVICE QUALITY AUDITS				
Weekly Medication Audits take place for all SUs where we provide this support				
Weekly Medication Audits are reviewed and signed off by CSM/ROM				
Identified medication issues have been actioned				
Weekly Finance Audits take place for all SUs where we provide this support				
Weekly Finance Audits are reviewed and signed off by CSM/ROM				
Identified finance issues have been actioned				
CSM/ROM Audits take place on a quarterly basis				
CS/ROM Audits are reviewed and signed off by AM				
Identified actions have been completed				

Focus Areas	Evidence Sampled	Findings	Actions Required	Include as additional action local Action Plan (Y/N)
INCIDENTS & NOTIFICATIONS				
All relevant incidents are recorded in the ARK incident reporting system within agreed timescales				
All relevant incidents are reported to CI within agreed timescales				
All relevant incidents are reported to LA within agreed timescales				
All relevant incidents are reported to H&S within agreed timescales				
Evidence that actions generated as a result of incidents have been completed				

Focus Areas	Evidence Sampled	Findings	Actions Required	Include as additional action local Action Plan (Y/N)
STAKEHOLDER ENGAGEMENT				
Records of compliments and positive feedback are maintained				
Records of complaints and negative feedback are maintained				
Evidence that remedial actions have been completed				
Records of communications with service users and families are maintained				
Records of communications with LA and other professionals are maintained				
Evidence that people have been involved in the design, delivery and review of their service				

Focus Areas	Evidence Sampled	Findings	Actions Required	Include as additional action local Action Plan (Y/N)
STAFF ENGAGEMENT				
Supervisions take place every 8-10 weeks for all staff				
Group supervision in place for teams supporting individuals				
Records of ad hoc supervision provided are maintained				
Team meetings take place regularly				
Evidence that actions from Team Meetings have been completed				
STAFF DEVELOPMENT				
Accurate training records available				
L&D plan for service in place to address any gaps in training				
SSSC registration for SWs is on track				

Focus Areas	Evidence Sampled	Findings	Actions Required	Include as additional action local Action Plan (Y/N)
SERVICE MANAGEMENT Management have systems in place that provide an overview of plans and compliance in the following areas:				
Supported Person reviews				
Staff supervisions				
Team meetings				
Finance Audits				
Medication Audits				
CSM/ROM Audits				

Focus Areas	Evidence Sampled	Findings	Actions Required	Include as additional action local Action Plan (Y/N)
HEALTH & SOCIAL CARE STANDARDS				
Service management have an awareness and understanding of standards				
Support Workers have an awareness and understanding of standards				
Implementation plan for new standards is in place				
OTHER OBSERVATIONS				