

# Education and Services for People with Autism Limited

## Montpelier Terrace

### Inspection report

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### Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

Montpelier Terrace is a residential care home for up to six people with Autism Spectrum Disorder. There were four people living at the service when we inspected.

At our last inspection we rated the service good. At this inspection we found the evidence continued to support the rating of good and there was no evidence or information from our inspection and ongoing monitoring that demonstrated serious risks or concerns. This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

At this inspection we found the service remained Good.

People received good care, in the way they wanted it, from kind and caring staff. A person said, "I would say that they employ good staff, they have good intentions. I feel like they are good people and speak to me in a friendly and concise way, which is what I like." A relative commented, "[Family member] is extremely well cared for, staff are extremely helpful and make sure [family member] doesn't get into any trouble, I can't fault them."

Staff had a good understanding of safeguarding and the whistle blowing procedure. They also knew how to report concerns if required.

The provider followed effective procedures when recruiting new staff.

Trained staff administered medicines safely and accurate records were maintained.

The provider carried out health and safety checks to maintain a safe environment.

Relatives described the home as willing to learn from situations and adapt accordingly to meet people's changing needs.

Staff received good support and had access to relevant training opportunities.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.

People were supported with their nutritional and health care needs.

People's needs had been assessed to identify the support they needed. This was used to develop personalised care plans. Staff used a visual tool to monitor people's progress across various aspects of the life.

People were provided with opportunities to participate in activities of their choosing.

There had been no complaints about the service. People and relatives gave us positive feedback about the service.

The service had an established registered manager. People, relatives and staff described the registered manager as approachable and supportive.

A range of quality assurance checks were completed to help ensure people received good care and support.

People, relatives and staff had opportunities available to provide feedback about the home. Recent feedback from relatives had been very complimentary.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service remains Good.

### Is the service effective?

Good ●

The service remains Good.

### Is the service caring?

Good ●

The service remains Good.

### Is the service responsive?

Good ●

The service remains Good.

### Is the service well-led?

Good ●

The service remains Good.

# Montpelier Terrace

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 5 March 2018 and was announced. We gave the service 48 hours' notice of the inspection visit because the location was a small care home for younger adults who are often out during the day. We needed to be sure that they would be in.

One inspector and an expert-by-experience carried out this inspection. An expert-by-experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Before the inspection, the provider completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. Before the inspection we reviewed the information in the PIR as well as all the information we held about the service, this included notifications of significant changes or events.

Prior to the inspection we contacted external commissioners of the service from the local authority and the Clinical Commissioning Group (CCG), as well as the local authority safeguarding team and the local Healthwatch. We used their feedback during the planning of this inspection.

During our inspection we spoke with two people and four relatives. We also spoke with a range of staff including the registered manager, one senior support worker and two support workers. We reviewed a range of records including two people's care records, medicine records, five staff files, training records and other records relating to the quality and safety of the home.

# Is the service safe?

## Our findings

When we last inspected Montpelier Terrace we concluded the home was safe and rated it Good. Following this inspection we found the home was still safe and our rating remains Good.

People told us the service was safe. One person commented, "If anything became broken ... they (staff) would call someone, they would remove it from being a hazard." Another person said, "I feel safe within the whole building itself. The front door is locked at night and has a buzzer entry on the door for safety and security." They went on to say, "If I was concerned I would speak to whoever was on shift at the time. They would give advice or would ring the person on call."

Relatives told us they had no concerns about safety at the service. One relative commented, "I am very happy that they are in such a good place. In speaking to [family member] when I ask how they are, they respond with 'plodding along' and I know by their voice, I know they are alright." Another relative told us, "Generally [family member] does feel safe ... I have no more concerns about [family member's] safety if they were here with me or at the home." They went on to say, "The front door is locked at certain times which I find reassuring." A third relative said they were, "Happy with [family member] living at the home. The staff are lovely, I don't even remotely have any concerns, and if there were any [family member] would mention these first."

Staff supported people living at the service equally and fairly. One person told us, "I like living here, I like having my own space. I get along very well with certain staff, they treat me like a human and not just like a person in a care home." Another person commented, "Staff do their job as best they can, they employ good staff, and everyone is equal."

Staff had a good understanding of safeguarding and the whistle blowing procedure. They knew how to raise concerns and said they would not hesitate to do so if required. One staff member commented, "I absolutely would use it (whistle blowing procedure)."

The provider managed medicines safely. One person told us staff, "Help with medication and they watch me take this." Staff were trained and had their competency checked. Medicines records accurately accounted for all medicines received, administered and disposed of. Medicines were also stored appropriately.

There were sufficient trained staff available to meet people's needs. One person said, "Staff respond straight away and I feel good about that." Staff told us there were no concerns about staffing levels. One staff member told us, "They have never been a problem while I have been here." Another staff member commented, "There are definitely enough staff."

The provider followed a robust process when recruiting new staff. This included carrying out pre-employment checks such as receiving references and checks with the disclosure and barring service (DBS). DBS checks are carried out to confirm whether prospective new staff had a criminal record or were barred from working with vulnerable people.

Staff sensitively supported people when they displayed behaviours that challenged the service. One relative commented, "I believe that staff would recognise a change in [family member's] behaviour, everything is done in a well-controlled way." One senior staff member commented, "Staff are in tune with people's needs and how to diffuse situations."

The provider was proactive about ensuring lessons learnt were identified and used to improve people's care. One relative commented, "I am very involved in [family member's] care... There are lessons being learnt, sometimes out of the blue but these are talked through as they could have been major problems. There are learning strategies put in place."

The service was clean, well decorated and well maintained. One relative told us, "Montpelier Terrace is always clean, health and safety are paramount." People told us they appreciated how staff had supported them to personalise their rooms to suit their own personal tastes.

The provider continued to complete health and safety checks and risk assessments where required to help maintain a safe environment. Detailed incident and accident records were kept where required.

# Is the service effective?

## Our findings

When we last inspected Montpelier Terrace we concluded the home was effective and rated it Good. Following this inspection we found the home was still effective and our rating remains Good.

Staff had the relevant skills and knowledge to support the people living at the home. One relative told us, "They (the provider) make sure staff understand Autism and Asperger (Syndrome) as this is very important. It's important to have people (staff) around [family member] who are creative and flexible, and I really do think that Montpelier Terrace meet this standard." Another relative commented, "As far as [family member] is concerned this is the longest they have been in any one unit. ESPA (the provider) have excellent staff, I was amazed at what they have to put up with. They are doing a sterling job."

Staff received training and support relevant to their role. One staff member told us, "I am very supported. We have a good team." Another staff member said, "I feel very supported. The staff team support me." Training, supervisions and appraisals were up to date. Essential training for all staff included infection control, food hygiene, safeguarding and equality and diversity. Staff had also completed Autism Spectrum Disorder training. Staff supported people to complete some training to develop their skills and maintain safety. This included fire safety and infection control.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the MCA. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). Where required DoLS authorisation were in place. We saw examples of MCA and best interests decisions in people's care records for decision such as financial matters and consent to staying at Montpelier Terrace. We noted relatives and independent advocates had contributed to some of these decisions. In addition staff showed a good understanding of people's needs around promoting decision making and choice. One staff member told us, "Everyone is included. No decisions are made for people, they are always involved."

Staff supported people to meet their particular nutritional needs. They also said, "I have complete freedom on what I eat. I do my own meal plan, I do get guidance." One relative told us, "I know they try to encourage healthy eating." Staff supported people with meal choices and meal preparation.

Staff supported people to access external health care services when needed. One person said, "The staff support me in accessing other services." They went on to say if they were unwell, "Staff check to make sure I am ok and see if I need a doctor's appointment." A relative confirmed staff accompanied their family member to appointments as they "need constant motivation". Another relative said, "[Family member] did need a referral (to a health and social care professional) and this was done." Care records showed staff had referred people to a range of health professionals such as GPs, community nurses and dentists.

People's needs had been assessed to identify the care and support they needed. For new people moving into the service bespoke transition plans had been developed focusing in their individual needs. Care



records were very personalised and included information about how people wanted their care provided including details of their preferences.

Service managers had been proactive about looking at making information accessible to people. Important policies had been summarised into easy read and pictorial format, as well as the provider's mission statement and information for people about keeping safe.

## Is the service caring?

### Our findings

When we last inspected Montpelier Terrace we concluded the home was caring and rated it Good. Following this inspection we found the home was still caring and our rating remains Good.

Staff supported people to be in control of their lives and listened to people's views. One person told us, "I know staff are listening. They write things down and mention this the following day. I know that they have listened." Another person commented they felt "confident that staff listened".

People and relatives felt the home provided good care. One person said, "When people go the extra mile it makes you know they care. If I want to do something they go out of their way. Even if it is their finishing time, staff would stay over so I don't have to stop what I am doing until I am finished." One relative commented, "I do think [family member] is happy here." Another relative told us, "[Family member] is as happy as they could be." A third relative said, "I feel the service is marvellous, most effective, very caring. I am very impressed."

People and relatives described positive and nurturing relationships between people and staff. One person said, "I do get a choice but I have had the same keyworker for four years. The two of us hit it off straight away. I asked if I could stay with the same keyworker I have as I feel we have a really good relationship." One relative told us staff, "Always pick up on the positive things and I always get the feeling they like [family member]. [Family member] has many endearing qualities and they like them and want them to develop skills." Another relative commented, "Staff are really lovely. [Family member] met two staff before they moved in and this was a real positive experience." A third relative said, "Staff are very good, extremely supportive in helping [family member] overcome any problems. We know staff very well. This makes me feel good, good to know that [family member] is looked after well and I can always contact staff."

People were treated with dignity and respect. One relative said, "Staff speak to [family member] with dignity and respect. There is banter going on and a bit of joking." Another relative told us, "There is a variation in staff that [family member] doesn't get along with sometimes, but the attitude of staff is very professional. [Family member] likes to spend time with some staff, but there is no lack of respect."

Staff supported people to be as independent as possible. One relative commented, "Sometimes [family member] doesn't want to do what is recommended or suggested but staff are good at having discussions." Another relative told us, "In terms of positives the service is allowing my relative to establish their own independence ... Montpelier Terrace is very encouraging of [family member] becoming independent and it is very important to allow this to continue."

## Is the service responsive?

### Our findings

When we last inspected Montpelier Terrace we concluded the home was responsive and rated it Good. Following this inspection we found the home was still responsive and our rating remains Good.

The information gathered during the initial assessments was used to develop personalised care plans. These clearly described the support each person needed from staff including details of people's likes, dislikes and care preferences.

The provider used a tool called the 'spectrum star' to monitor the progress people were making in specific areas of their life such as physical health, living skills and self-care, wellbeing and self-esteem. These were reviewed on a regular basis and detailed notes were kept showing how the person was doing in each area of the star. The outcome of the review was then plotted onto a visual star chart to provide a snap shot of how much progress people were making.

The provider reviewed people's care periodically involving people and relatives. People were involved in deciding who to invite and where to hold the review. The review considered people's achievements since the last review, what was important to people now and goals for the future. For example, one person had achieved success playing at a local music festival.

Where potential risks had been identified, staff carried out a risk assessment to help keep people safe. These were reviewed on a regular basis to ensure they remained relevant to people. Risk assessments had been completed for areas such as accessing the community independently, using public transport and attending activities.

Staff supported people to participate in activities they were interested in and to access the local community. One person said, "I can choose what activities I want to do." Another person commented, "Staff do try to cater for my needs. Music is in my blood, and if there is a concert I want to go to they see who can take me." Activities included baking, gardening, shopping, going to concerts and attending college. One staff member commented, "We promote a lot of independence. We are a very active unit."

Relatives gave mostly positive feedback about the care provided at Montpelier Terrace. They told us they knew how to complain and when they had raised concerns in the past these had been dealt with appropriately. One relative said a previous concern had been, "Managed very well, managed professionally... we are happy with the outcome." Another relative said, "If there are concerns I approach staff and have their full support." There had been no complaints made about the service.

## Is the service well-led?

### Our findings

When we last inspected Montpelier Terrace we concluded the home was well-led and rated it Good. Following this inspection we found the home was still well-led and our rating remains Good.

The home had an established registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Relatives told the home was well managed and the registered manager was approachable. One relative said they were "impressed with [registered manager]". They went onto comment, "The home strikes me as being managed well. They seem to be really on it in terms of transition, they were keen for us to look around, to sort out expectations, couldn't fault it." Another relative told us the service was, "Very well managed, there is an excellent manager and the staff are very good. There is nothing I would change, it is a perfectly good facility."

We observed positive relationships and good interaction between people and the registered manager. One person told us, "I have catch ups with [registered manager] every six weeks and go for coffee, but [registered manager] is here every morning. Even if [registered manager] is at the other property I can ring on the work mobile".

Staff also found the registered manager approachable and supportive. One staff member commented, "[Registered manager] is approachable. The door is always open."

There was a relaxed and welcoming atmosphere at the service. One person described the atmosphere as "chilled and relaxed". Staff members told us there was a good atmosphere and staff morale was usually positive.

There were regular opportunities for people and relatives to share their views about the home. These included meetings and care reviews. One person said, "I am involved in my care and I go to meetings." One relative told us, "I am constantly updated, staff are always in contact with me and support me in regard to [family member's] care. I see staff often, there are regular meetings, which is not so important as I am here often." Another relative told us they lived out of the area and were unable to travel. They described how staff had travelled to them in order them to be involved in a review of their family member's care. They commented, "[Registered manager] is marvellous and [family member's] last review was in my house. They drove down here in the morning and it was wonderful to be part of [family member's] review and most appreciated."

The provider continued to operate an effective quality assurance system. This included checks of medicines, infection control, health and safety and finances. The general manager also carried out checks of the service. The last one in November 2017 focused on communication and decision making. Actions identified

included resuming house meetings when the new people had become more settled into the service.

People, relatives and staff had opportunities to give their views about the home. For example, staff meetings, questionnaires and one to one conversations. We viewed the findings from recent surveys. These showed relatives were extremely happy with the home. For example, all relatives had scored the home as 'outstanding' for staff being caring and supportive; people being treated with respect and people being kept safe.

The provider had received compliments about Montpelier Terrace. These described the home and staff as being like a second family and very hard working. On professional complimented staff on helping one person become more independent by identifying achievable goals.