

Creative Support Limited

# Creative Support - Camden and Barnet Service

## Inspection report

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20 April 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

# Summary of findings

## Overall summary

Creative Support is a supported living service that provides support to people in shared houses in the London Borough of Camden. At the time of this targeted inspection there were 29 people using the service who were provided with personal care support. There had been a change to the support service offered in October 2020. The provider had transferred shared accommodation to another provider and had taken on the support provided at different addresses where people lived. This had been at the request of the local authority that commissions the service.

### Why we inspected

We undertook this targeted inspection to look at the way in which the service assisted people with complex healthcare needs and how people have been supported during the COVID-19 pandemic. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on a Warning Notice or other specific concerns or other matters. They do not look at an entire key question, only the part of the key question we are specifically wishing to investigate. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### We found the following examples of good practice

Most people had not had visitors during the COVID-19 pandemic as for much of the last year there had been restrictions about visiting and some people had been following the government advice around shielding. The service had adapted communal space in the shared houses we visited, where space allowed, to encourage social distancing. The registered manager and staff we spoke with told us about how they had continued to encourage and support people to maintain contact with their loved ones even if they were unable to see them in person.

During our visit, we spoke with one person briefly as they had plans to go out. Other people were unable to hold voice conversations with us, but we observed staff engaging positively with these people. We spoke with the registered manager, and three members of the shared accommodation staff teams.

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

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

### **Is the service well-led?**

Further information is in the detailed findings below.

**Inspected but not rated**

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## **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.

#### Inspection team

The inspection team comprised of one inspector.

#### Service and service type:

This service is a supported living service. At the time of inspection 29 people were using the service.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection took place on 12 April, and three shared houses were visited on 20 April 2021. The service was given short notice of this inspection as we wanted to ensure that people we wished to speak with during the inspection were present at the service's office location.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection.

#### During the inspection

During our visit, we spoke with the registered manager, two shared house local managers and a support worker. We reviewed a range of records. This included two people's care records specifically for people with complex healthcare needs, five medication records and other records relating to the day to day management and oversight of the service.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data, policies and quality assurance records.

# Is the service safe?

## Our findings

We have not changed the rating of this key question, as we have only looked at the part of the key question around the safety of people during the pandemic, management of medicines and how infection prevention and control was being managed.

Using medicines safely

- We looked at medicines records for five people who required assistance to take their medicines for the last month. These records showed that the medicines had been accounted for and the date and time that they were provided was recorded clearly.
- We looked at the medicine's policy which was detailed and gave clear guidance to staff about how to safely assist people with taking their medicines. There were guidelines for staff about how to support people individually to take their medicines so that this could be achieved in the most appropriate and safe way.

Systems and processes to safeguard people from the risk of abuse

- There were systems in place to guide staff on what action to take if they thought a person was at risk of harm. These included safeguarding training and a safeguarding policy which had recently been updated, outlining staff responsibilities around protecting people from harm from others.

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of each of the shared houses we visited.
- We were assured that the provider's infection prevention and control policy was up to date and this included risk assessment procedures for any people or staff from black, Asian and minority ethnic communities who faced potentially higher risk from COVID-19 infection. People's own homes and communally shared space was being kept clean.

# Is the service well-led?

## Our findings

We have not changed the rating of this key question, as we have only looked at the part of the key question relating to how the service co-ordinated and communicated with partner health and social care services. We also looked at how the provider had continued to implement lessons learnt after a serious adult review that commenced in late 2017 and was concluded in August 2020.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The overall managerial oversight of the service at the time of our visit was suitable and took account of people's ongoing and changing needs. This was notable as there had been significant changes to the service with people in different shared living houses being newly assigned for support by this service in October 2020.
- The staff team employed had suitable training to cater for the complex needs of people being supported and we saw that this care was co-ordinated with partner health and social care services.
- There were clear systems in place to manage and reduce the risk of harm to people. This included oversight of infection prevention and control, management of medicines, risk assessment of the service delivery and people's ongoing, and in some cases changing health care needs.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager understood their responsibilities regarding the duty of candour.
- The registered manager had notified the Commission of significant events which had occurred which was required by the law.
- Lessons learnt along with partner health and care services as a result of the serious adult review from an event in 2017 had been implemented. The effectiveness of these measures was consistently monitored to ensure that positive changes continued to be embedded in the way the service supported people.