

## Walsingham Support

# Walsingham Support - 39 Adeyfield Road

### 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

This inspection took place on 20 December 2017 and was unannounced. At our last inspection on 15 December 2015 the service was found to be meeting the required standards in the areas we looked at.

The care service has been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. These values include choice, promotion of independence and inclusion. People with learning disabilities and autism using the service can live as ordinary a life as any citizen.

Walsingham Support - 39 Adeyfield Road is a care home for up to six people who may have a learning disability, sensory impairment or autistic spectrum disorder. There were six people living at the home at the time of this inspection.

The home consisted of one large detached house spread over two floors. Each person has their own personalised bedroom with shared bathrooms/shower facilities, In addition to its six bedrooms; the spacious property has two bathrooms, a shower room, kitchen, lounge, dining room and laundry room. The registered manager's office is located in a separate building in front of the main building. The home is conveniently located about 10 minutes away from the town centre.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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.

People felt safe living in the home and staff received appropriate training in how to keep people safe.

Staff received training and appropriate support from the managers to carry out their roles effectively.

People`s medicines were managed safely by staff who had their competencies assessed.

There were policies and procedures in place to protect people from the risk of infections and staff adhered to these.

There were enough staff employed through robust procedures to meet people`s needs effectively.

People were involved in planning their care and support, signed their own care plans and consented to the support they received.

People were involved in daily tasks around the home like cleaning, laundry, cooking and baking. Staff supported people to access the community and follow their interests.

People told us they enjoyed the food and people's choice was sought by staff daily.

People`s feedback about the service they received was regularly sought and they felt they could voice their opinions in one to one conversations they had with their key worker.

People and staff were positive about the management of the service. There were systems in place to ensure the quality of the service was monitored and improved where required.

## 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.

# Walsingham Support - 39 Adeyfield Road

## **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 20 December 2017 and was unannounced. The inspection was undertaken by one inspector.

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. We received the completed document prior to our visit and reviewed the content to help focus our planning and determine what areas we needed to look at during our inspection.

We also reviewed other information we held about the service including statutory notifications. Statutory notifications include information about important events which the provider is required to send us.

We used a number of different methods to help us understand the experiences of people who lived in the home. We spent time in the communal lounge and also met with individual people in the privacy of their own rooms. We observed interactions and the support offered to people throughout the inspection.

During the inspection we spoke with three people who used the service, three staff members, the deputy manager and the registered manager. We looked at care plans relating to two people who used the service and three staff files. We also reviewed a range of relevant documents relating to how the service operated, including monitoring data, training records, complaints and compliments.

## Is the service safe?

### Our findings

People we spoke with told us they were happy living at Walsingham Support and were involved with daily living tasks such as cleaning their rooms. One person told us, "I help clean my room." We saw one person's photos showing them involved with their daily chores and this was something the person liked to do. Another person told us, "You must wash your hands before cooking."

We found that Walsingham Support had infection control systems in place to ensure people were safe. People understood the importance of hand hygiene and were supported by staff where required. There were cleaning schedules in place and the registered manager audited these regularly. Staff understood the importance of the colour coded systems for mops and boards used to prepare food. We found throughout the inspection the home looked clean and was free from mal-odours.

We found there was enough staff at Walsingham Support to meet people's daily needs. Staff told us that there were enough staff. One staff member said, "Yes we have enough staff." The registered manager reviewed the staffing levels regularly. They confirmed that they were continuously recruiting and had a new member of staff going through the recruitment process. We found safe and effective recruitment practices in place to make sure that all staff were of good character, physically and mentally fit for the role. Relatives we spoke with confirmed that their relatives were safe. One relative said, "I feel they are safe there."

We found appropriate arrangements in place for obtaining, recording, administering and disposing of prescribed medicines. Medicines were stored securely and at the correct temperature. Staff completed regular checks to ensure medicines were administered correctly. Staff completed Medication Administration Records (MARs) correctly, showing people received their medication as and when required. Staff supported people to understand about the medicine they took. We saw staff supported people to take their medicines safely.

# Is the service effective?

## Our findings

We observed and staff demonstrated they clearly knew people well. One person said, "I like it we have a giggle." Another person commented. "I like living here."

We found staff received appropriate training to meet people's needs. The registered manager completed competency checks to ensure staff maintained best practice. Staff confirmed they had regular supervisions and discussed any training needs. One staff member said, "I still get training, and supervisions." Another said, "They ask me if I need any training, we don't have to wait for a supervision to ask for what we need, "Staff told us that they had the training and support they needed to carry out their role effectively. Records we looked at demonstrated that staff received appropriate training, supervision and appraisals. One relative said, "[Relative] had a seizure while I was there and staff managed it really well. They were very calm and I was impressed with the staff."

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 Mental Capacity Act (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). People using the service had their capacity to make decisions and consent to their care assessed appropriately under the MCA. DoLS applications where appropriate had been made to the local authority. Staff we spoke with understood the MCA and we observed people continually offered choice throughout the inspection. One staff member said, "Choice is important absolutely, it's their life." One person said, "I get to choose what I want to do."

People told us the food was good. We saw staff spoke with people weekly to see what they wanted to eat and supported people to cook and bake food they enjoyed. One person said, "I peel potatoes and vegetables it's good fun." Another person commented, "Oh yes I choose what I want to eat." One staff member said, "If they don't like the food we will offer them something else there is always plenty of food available."

People who lived at Walsingham Support had access to health professionals such as GP's and district nurses. Records demonstrated that staff were proactive in obtaining advice or support from health professionals when they had concerns about a person's wellbeing.

## Is the service caring?

### Our findings

People told us and we observed that staff were kind and caring. One person said, "Staff are good they keep people happy. "Another person said, "Staff are nice to me." One relative commented, " [Relative] is happy there. When we go out and it is time to return there is always a big smile on their face. [Relative] loves it there."

We observed throughout the inspection good staff interaction. For example, we saw staff interacting in a caring and comforting way. They positioned themselves at the person's level and listened to what people wanted. Each person had a key worker who reviewed the care plan with the person and where appropriate their families to ensure the person had their needs met. We saw staff supported people to redecorate their rooms and furnish them how they wanted. One person we spoke with was so proud of their bedroom they had designed.

Staff confirmed they promoted people's dignity and independence. One staff member said about giving personal care, "I make sure I close people's doors and curtains and cover them as much as possible. I'm talking and explaining to them what I'm doing and making sure that's alright." Staff encouraged people to be independent by supporting people to do what they could for themselves. One relative commented, "The staff are absolutely wonderful I have to say. I have peace of mind, staff look after [them] well."



## Is the service responsive?

### Our findings

People we spoke with confirmed they were involved with their care. One person we spoke with had a staff member translate for us what they were saying. They confirmed they were involved with decisions about their support and care needs. One relative commented, "We have just been discussing about activities that [name of relative] would like to do." The relative confirmed that their relative was always involved with any decisions about their care and support needs.

People's care records looked at were person centred and contained personalised information with good guidance for staff on how to support people. For example, people had a communication profile that gave guidance to staff about body and facial expressions and what they meant. All staff we spoke with could tell us how people communicated and what specific gestures meant. We found staff supported people by using pictures, points of reference and gestures.

On the day of our inspection, three people were going to a pantomime of their choice. We found staff supported people to access the community and follow their interests. For example, people had trips to London to see various attractions, to Cadburys world, seaside resorts and the zoo. People also went shopping and attended day care centres. There were trips to garden centres and some people had grown various vegetables in the garden. One person liked to complete puzzles and they had a collection of puzzles to choose from at the home. One person said, "On Thursday I like to go out for lunch." Another person commented, "I like going out."

People had the opportunity to have one to one time with their keyworkers to ensure they were happy with living at Walsingham Support. Staff confirmed they asked people on a daily basis if they were ok. The registered manager had an independent survey to gain feedback from families and other professionals. One person said, "They sit down and ask me what I want."

## Is the service well-led?

### Our findings

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.

The registered manager promoted an open transparent and inclusive culture within the service. They sought the feedback of people using the service, staff and external health professionals. Information gathered from people and staff helped to improve the service. For example, people's decisions around food and activities were acted upon. Staff told us there was good teamwork and that the registered manager was approachable. One relative said, "[registered manager] is fantastic they are so on the ball and they are so easy to talk to if I had any concerns." The relative also commented, "[relative] is the centre point of what they do, there are exceptional staff at the home."

The registered manager told us they felt supported by the provider. They had regular supervision with their operations and development manager and said they could call or email them at any time for advice or support. They also attended regular meetings with other managers within the organisation to share and discuss ideas and best practice. The registered manager had recently attended training at the local authority for effective management of complaints and positive behaviour support.

The registered manager carried out a regular programme of audits to assess the quality of the service. Other managers completed audits on a monthly basis to ensure best practice, any areas of improvement generated an action plan for the registered manager to complete. We saw that audits were capable of identifying shortfalls. Records demonstrated that where shortfalls were identified these were acted upon promptly.

Staff understood their roles and received support with supervisions, training and meetings. One staff member said, "Oh yeah, we have a good team, we communicate well. We have regular team meetings and [registered manager] is approachable."