

Live & Learn Limited

# Live & Learn

## Inspection report

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### Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

Is the service effective?

**Requires Improvement** ●

Is the service responsive?

**Requires Improvement** ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out a comprehensive inspection of this service on 17 May 2016 at which breaches of legal requirements were identified. We found the provider did not have effective arrangements to manage risks to people and staff to ensure they were sufficiently protected from the risk of injury and harm. They had not ensured staff had received all the appropriate and up to date training they needed to support people effectively. They had not carried out their own reviews of people's care and support so that they were assured that these continued to meet their needs. And, they did not have effective systems in place to assess and monitor the quality and safety of the service or ensured records were maintained so that these were accurate, complete and up to date.

We undertook this focused inspection on 3 November 2016. We checked the provider had made the improvements needed to meet legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Live and Learn on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Live and Learn is a small domiciliary care service based in the London Borough of Sutton. The service specialises in providing personal care to children and young adults with a learning disability. Most people using the service have had their care funded by their local authority. At the time of this inspection there were three people, mainly young adults, using the service.

The service had 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 a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

At this inspection we found the provider had not yet made all the improvements needed to meet legal requirements. The provider told us, since our last inspection, due to unforeseen circumstances they had had to step in and provide direct care and support to people for a significant period of time to ensure they received the care and support they required. The provider said as a result, this had impacted on their ability to prioritise the actions required to make the improvements needed.

The provider told us they had taken some action to make improvements. They had made arrangements to attend training in moving and handling procedures and the Mental Capacity Act 2005 to update their knowledge and skills in these areas. They were also working with an external company to help them identify specific training staff required so that appropriate courses could be arranged for them to attend. The external company was also supporting them to implement new service policies and procedures that would guide staff in how to care for and support people appropriately.

The provider told us the improvements that still needed to be made. These included ensuring information about managing identified risks to people was current and easily accessible, people's care and support

plans were current and reviewed regularly to check for any changes to their needs, quality spot checks undertaken on staff were recorded and other records relating to the management of service, such as staff training information was current. The provider said these improvements would be made by the end of December 2016. We will visit the provider after this date to check these improvements had been made.

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

We always ask the following five questions of services.

### Is the service safe?

At this inspection, due to unforeseen circumstances the provider had not been able to make all the improvements needed to meet legal requirements. The provider told us they would make these improvements by the end of December 2016.

In light of this we did not review the rating for this key question. We will check this during our next inspection of the service.

**Requires Improvement** ●

### Is the service effective?

At this inspection, due to unforeseen circumstances the provider had not been able to make all the improvements needed to meet legal requirements. The provider told us they would make these improvements by the end of December 2016.

In light of this we did not review the rating for this key question. We will check this during our next inspection of the service.

**Requires Improvement** ●

### Is the service responsive?

At this inspection, due to unforeseen circumstances the provider had not been able to make all the improvements needed to meet legal requirements. The provider told us they would make these improvements by the end of December 2016.

In light of this we did not review the rating for this key question. We will check this during our next inspection of the service.

**Requires Improvement** ●

### Is the service well-led?

At this inspection, due to unforeseen circumstances the provider had not been able to make all the improvements needed to meet legal requirements. The provider told us they would make these improvements by the end of December 2016.

In light of this we did not review the rating for this key question. We will check this during our next inspection of the service.

**Requires Improvement** ●

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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 checked 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 focused inspection was announced and undertaken by two inspectors on 3 November 2016. It was done to check that improvements had been made by the provider after our comprehensive inspection on 17 May 2016. This is because the service was not meeting legal requirements at the time of that inspection. We inspected the service against four of the five questions we ask about services: Is the service safe? Is the service effective? Is the service responsive? Is the service well led?

During our inspection we spoke with the registered manager. We looked at the care records of three people using the service and other records relating to the management of the service.

## Is the service safe?

### Our findings

We inspected the service on 17 May 2016 and found the provider in breach of the regulations which required them to have effective arrangements to manage risks to people and staff to ensure they were sufficiently protected from the risk of injury and harm.

At this inspection we found the provider had not yet made all the improvements needed to meet legal requirements. The provider told us, since our last inspection, due to unforeseen circumstances they had had to step in and provide direct care and support to people for a significant period of time to ensure they received the care and support they required. The provider said as a result, this had impacted on their capacity to prioritise the actions required to make the improvements needed.

The provider acknowledged that they needed to ensure information about identified risks to people and how to manage these was current and easily accessible at the provider's main office. The provider told us they would make the required improvements by the end of December 2016. We will visit the provider after this date to check these improvements had been made.

## Is the service effective?

### Our findings

We inspected the service on 17 May 2016 and found the provider in breach of the regulations which required them to ensure staff had received all the appropriate and up to date training they needed to support people effectively.

At this inspection we found the provider had not yet made all the improvements needed to meet legal requirements. The provider told us, since our last inspection, due to unforeseen circumstances they had had to step in and provide direct care and support to people for a significant period of time to ensure they received the care and support they required. The provider said as a result, this had impacted on their capacity to prioritise the actions required to make the improvements needed.

The provider told us they had taken some action to make improvements. They were due to attend training in November 2016 in moving and handling procedures and the Mental Capacity Act 2005 to update their knowledge and skills in these areas. They were also working with an external company to help them identify specific training staff required so that appropriate courses could be arranged for them to attend. The provider told us they would make the required improvements by the end of December 2016. We will visit the provider after this date to check these improvements had been made.

## Is the service responsive?

### Our findings

We inspected the service on 17 May 2016 and found the provider in breach of the regulations which required them to ensure the service reviewed the care and support provided to people to check that this continued to meet their needs.

At this inspection we found the provider had not yet made all the improvements needed to meet legal requirements. The provider told us, since our last inspection, unforeseen circumstances had required them to step in and provide direct care and support to people for a significant period of time. This had impacted on their capacity to prioritise the actions required to make the improvements needed.

The provider acknowledged they needed to ensure people's care and support plans were current and reviewed regularly to check for any changes to people's needs. They showed us the electronic records system they would use to do this, which had the functionality required to enable them to record any reviews they undertook. The provider told us they would make the required improvements by the end of December 2016. We will visit the provider after this date to check these improvements had been made.



## Is the service well-led?

### Our findings

We inspected the service on 17 May 2016 and found the provider in breach of the regulations which required them to have effective systems in place to assess and monitor the quality and safety of care that people experienced, and to keep records in such a way as to ensure these were accurate, complete and up to date.

At this inspection we found the provider had not yet made all the improvements needed to meet legal requirements. The provider told us, since our last inspection, unforeseen circumstances had required them to step in and provide direct care and support to people for a significant period of time. This had impacted on their capacity to prioritise the actions required to make the improvements needed.

The provider had been able to take some action to improve the quality of records maintained by the service. They were working with an external company to support them in implementing new service policies and procedures that would guide staff in how to care for and support people appropriately. This work was expected to be completed by the end of November 2016 and the provider said all staff would be given access to read these so that they understood what would be required of them.

The provider acknowledged that improvement was still needed in ensuring quality spot checks on staff were recorded and other records relating to people and the management of service, such as people's support plans and staff training information, still needed to be reviewed and updated so that these were current. The provider told us they would make the required improvements by the end of December 2016. We will visit the provider after this date to check these improvements had been made.