

Resolve (Care Northern) Limited

Highview House

Inspection report

Low Road
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Spennymoor
County Durham
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Tel: 01388417550

Date of inspection visit:
02 November 2023
08 November 2023
24 November 2023

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22 December 2023

Ratings

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

Overall summary

About the service

Highview House is a residential care home providing personal care to up to 8 people. The service provides support to autistic people and people with learning disabilities who have a forensic history. At the time of our inspection there were 8 people using the service.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

People's experience of using this service and what we found

Right Support: Staff did everything they could to avoid restraining people. The service had not always recorded the reasons for using blanket restrictions but the provider was taking action to address this. The service supported people to have the maximum possible choice, control and independence.

Right Care: Staff understood how to protect people from poor care and abuse. The service worked well with other agencies to do so.

Right Culture: Staff ensured risks of a closed culture were minimised so that people received support based on transparency, respect and inclusivity.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was outstanding (published 26 September 2023).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns we had received about closed cultures and the use of blanket restrictions at the service.

The overall rating for the service has not changed following this targeted inspection and remains outstanding.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Recommendations

We made a recommendation about the recording and reviewing of blanket restrictions.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question outstanding. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Highview House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a concern we had received about closed cultures and the use of blanket restrictions at the service.

Inspection team

An inspector, an operations manager and senior specialist carried out this inspection.

Service and service type

Highview House is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Highview House is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there were 2 registered managers in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 6 people about their experience of the care provided. We reviewed a range of records. This included 8 people's care records. We spoke with 5 members of staff, including the registered managers, nominated individual and support staff. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

Is the service safe?

Our findings

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check concerns we had around blanket restrictions. We will assess the whole key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People had some restrictions placed on the decisions they could make. In most cases these were personalised and based on people's individual support needs, with the documented involvement of external professionals. In some cases, blanket restrictions were being used which were not being effectively recorded or reviewed. We spoke with the registered managers and nominated individual about this, and action was taken to address it during the course of our inspection.

We recommend the provider keeps any restrictions under regular review to ensure they are individualised, kept to a minimum, proportionate and legally necessary and through working in collaboration with relevant external agencies.

Is the service well-led?

Our findings

At our last inspection this key question was rated outstanding. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

The purpose of this inspection was to check concerns we had about closed cultures. We will assess the whole key question at the next comprehensive inspection of the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People spoke very positively about the culture of the service, which they said was supportive and empowering. One person told us, "[Staff] go above and beyond on everything." Another person told us how the service had positively impacted on their lives, saying, "I've lived the best life I've had here."
- People said they were able to raise any issues they had and that their concerns were acted on. Records showed that people's views were regularly sought and they were involved in decisions on how the service was run. For example, meals and activities were discussed at every house meeting to ensure people were happy with what was on offer.