

Voyage 1 Limited

703 Burton 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

The service was registered to provide accommodation and personal care for up to five people with a learning disability. At the time of our inspection five people were using the service. At the last inspection, in November 2015, the service was rated Good. At this inspection we found that the service remained Good.

People continued to receive safe care and there were enough staff to provide support to people to meet their needs. Staff had been suitably recruited to ensure they were able to work with people who used the service. People were protected from the risk of harm and received their prescribed medicines safely and helped to take responsibility for their medicines.

The care that people received continued to be effective. People made decisions about how they wanted to be supported and they could decide what to do and how to spend their time. Where people lacked capacity they were helped to make decisions. Where their liberty was restricted, this had been identified and action taken to ensure this was lawful. People were responsible for shopping and cooking the food they wanted to eat and supported to develop living skills. They received support to stay well and had access to health care services. Staff had training and professional development that they required to work effectively in their roles.

The care people received remained good. People had developed positive relationships with the staff who treated them with respect and kindness. Staff helped people to make choices about their care and their views were respected. People were involved in the planning and review of their care and family members continued to play an important role. Where people had any concerns they were able to make a complaint and this was responded to.

The service continued to be well-led. Systems were in place to assess and monitor the quality of the service. People and staff were encouraged to raise any views about the service on how improvements could be made. The manager promoted an open culture which put people at the heart of the service.

## 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.

# 703 Burton 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 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 was a comprehensive inspection that was completed by one inspector on 20 March 2017 and was unannounced.

On this occasion we did not ask the provider to send us a Provider Information Return (PIR) before our inspection. 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. However we offered the provider the opportunity to share information they felt relevant with us. We also reviewed other information that we held about the service such as notifications, which are events which happened in the service that the provider is required to tell us about, and information that had been sent to us by other agencies. This included the local authority who commissioned services from the provider.

Some people who used the service had complex needs and were unable to communicate verbally with us. We spent time observing how staff provided care for people to help us better understand their experiences of the care and support they received. We spoke with three people who used the service and four members of staff including the registered manager.

We looked at three people's care records to see if their records were accurate and up to date. We also looked at records relating to the management of the service including quality checks.

# Is the service safe?

## Our findings

People felt there were enough staff on duty to support them safely and they had the help and support they needed, when they needed it. One person told us, "The staff are great and they help me." When new staff started working, all recruitment checks had been carried out. These checks included requesting and checking references of the staffs' characters and their suitability to work with the people who used the service.

The staff understood how to protect people from harm, and they knew how to report concerns. One member of staff told us, "We've all had safeguarding training and know how we must act. If I was worried at all, the details are displayed in the office as a reminder." The staff worked in a safe manner when helping people and were aware of the associated risks. One person went out alone and they told us, "I made sure I had credit on my phone yesterday so I could call someone if I was worried about anything, but I'm alright." Risks to people had been assessed and we saw that staff worked successfully to provide care and support in a way that kept people safe. Some people could become anxious and staff knew how to support people to reduce their anxiety. We saw staff speak with calmly with people and give them an opportunity to discuss their concerns. One member of staff told us, "We have built good relationships with people and we are proud of how people have developed and now manage their own behaviour. We used to have a lot of incidents but now they are rare. It's lovely to see how people have changed and are happier."

People received their medicines when they needed them and staff spoke with them and explained what the medicines were for. Two staff administered all medicines to reduce the risk of an error. People were able to take responsibility for managing their own medicines and stored these in their bedroom. Risk assessments showed how any risk was minimised and one member of staff told us, "It's important that people have a choice and if it is safe to do so then we support people to look after their own medicines." Where people needed medicines to manage pain or anxiety, there was a record of why they may need these and people told us they received them promptly. One person said, "If I have a headache, I ask for the staff for some tablets and I get them." Medicine records showed when people took their medicines and any reason why this had been refused.

## Is the service effective?

### Our findings

People were supported to make decisions about their care, their day to day routines and preferences. Where people were unable to make decisions themselves, capacity assessments had been completed and they were supported by family and advocates to make decisions that were in their best interests. Staff had a good understanding of service users' rights regarding choice and one member of staff told us, "We support people to make their own decisions and look what is in their best interests. For some people it's about knowing them and helping them to express themselves." Where restrictions had been identified deprivation of liberty authorisations had been applied for to ensure any restriction was lawful.

People were supported by staff who had the knowledge and skills to provide care. New staff received an induction in to the service and spent time getting to know people. Some people had complex needs and the training was organised around the specific needs of people who used the service. One member of staff told us, "The trainers know people who live here so can design the training around them. We have training to support people to manage their own behaviour and look at individual triggers. We have less incidents of behaviour here and I think that's because we respect people in the way we support them." The registered manager assessed and monitored the staffs learning and development needs through regular meetings with them and appraisals. Staff competency checks were also completed that ensured staff were providing care and support effectively and safely.

People were responsible for buying, preparing and cooking the food they wanted. Meals times were flexible and people chose what they wanted to eat and staff helped them to prepare this. One person told us, "The staff help me to do my cooking and I like to go out too. I'm getting good at cooking my dinner and the staff help me if I need it." We saw people choosing their meal and we saw one person no longer wanted the meal they planned and said, "I'm going out for dinner now instead." We saw this was respected.

People were supported with their day to day healthcare and attended appointments to get their health checked. People had an agreed health plan which included any professional's advice so they could be supported to keep well.

## Is the service caring?

### Our findings

People liked to live in their home and told us the staff were kind and caring and were always happy to help. One person told us, "I like the staff here. They're really helpful and nice." We saw the staff showed a passionate commitment to enabling people, used adult language when speaking with people and supported them differently according to their preferences. Where people had limited verbal communication we saw staff using language that was meaningful to that person. Care records included a decision making profile about how people wanted to be supported to make any decision. We saw people chose how they spent their time and who they wanted to be with. One person told us, "I want [staff name] to come out for dinner with me." And another person told us, "I'm going on holiday and I can choose which staff I want to come on holiday with me." We saw people were given time to consider their options before making a decision and staff encouraged people to express their views and listened to their responses.

People's privacy and dignity was respected and each person had their own bedroom which they could lock. One person told us, "We can have a key if we want one, but I don't." Some upstairs bedroom windows had been covered and had blinds to enable people to have privacy. A member of staff told us, "[Person who used the service] doesn't like blinds so we arranged for the windows to be covered instead. They can still see out and this gives them privacy and they prefer this."

People were treated with kindness and the staff knew each person, their personal histories and their interests well. People were comfortable and happy around staff who valued the relationships they had developed. One member of staff told us, "Most of us have worked here for quite some time and we know people really well. This helps as when people are worried or can't explain something, we can help them because of our close relationships. It's the same if people are anxious." The care records included information about their life history, family relationships and important events and religious beliefs. People's diverse needs were recognised and staff enabled people to continue to enjoy the things they liked. People could maintain relationships with family members and told us they were able to visit at any time. People were helped to remember family members and commemorate their life. One person told us, "I'm getting flowers and staff will take me to their grave." People were relaxed in the company of staff and felt comfortable in their presence. We observed that staff knew people well and engaged people in meaningful conversation.

## Is the service responsive?

### Our findings

There were links with the community and local businesses. Two people helped with sorting and delivering the post within an office managed by the Provider. One person proudly showed us a recent publication where they had been chosen to talk about the work they did. They told us, "I like my job." Other people had opportunities to go to local colleges to learn new skills. One person had expressed an interest in having an allotment and growing vegetables. We saw they went shopping for boots to wear and seeds to plant. They told us, "I like gardening. My grandad taught me all about it." They told us they were having part of the garden to grow their vegetables and they were going to buy a shed to store their tools. A member of staff told us, "They are a keen gardener and this is something they told us they wanted to do so we are helping them to make this happen."

Activities took place in the home and people proudly showed us the craft products they had made to sell at the open day they were planning. One member of staff told us, "We used to have an open day for each home within the company but it just got too big, so this year we are holding our own music festival and bands are booked to play." People were preparing for the open day by making their own musical instruments and were going to join in with the bands. One person told us, "We go to the craft café and make things. I enjoy going there." Staff explained the craft café had been developed by staff to support people to be creative and to design and make craft objects. One member of staff told us, "We have the café in the community so everyone can join in. it's been a real success."

People were provided with opportunities to maintain friendships with others. A friendship group had been established and people were encouraged to meet and spend time with friends who lived in other services managed by the provider. One member of staff told us, "People had friends who they no longer saw and we recognised how important these people were to them. Sometimes we help them to make arrangements to go out together or sometimes they just sit with each other and enjoy each other's company." People told us they enjoyed spending time with their friends.

People received care that met their individual needs. People had a support plan which they had helped to develop, and each year they held a review meeting and family and friends were invited. People took responsibility for leading the review meeting and one person told us, "I had a music quiz and told jokes before my meeting and showed people what I had been doing this year." Staff told us each review meeting was organised to enable people to talk about what they had achieved and what they wanted to do in the future. One member of staff told us, "It's about understanding each person and helping them to get involved. It's their plan and we use pictures and words that people understand so it's meaningful to them."

People and their relatives knew how to make a complaint if they needed and were confident that their concerns would be carefully considered. One person told us, "I talk to the staff, They always sort things out for me."

## Is the service well-led?

### Our findings

The service had a registered manager who spent time working alongside staff. We saw their values were based on respect for each other and putting people at the heart of the service. The staff told us that the registered manager was approachable and gave leadership, guidance and the support they needed to provide good care to people who used the service. One member of staff told us, "She's a really good manager and always there for you and helps to point us in the right direction."

Quality assurance systems were in place to help drive improvements. The provider and registered manager carried out quality checks on how the service was managed. These included checks on personal support plans, medicines management, health and safety and care records. Where concerns with quality were identified the registered manager recorded how improvements were to be made. The registered manager knew which incidents needed to be reported to us and notified us of significant events. This helped to ensure the service was effective for people.

People and their families were regularly involved with the service in a meaningful way. People were supported to give their views on the service they received. One person told us, "The staff ask me if I'm happy and I tell them what I think." The staff were passionate about their role and supporting people, and staff meetings were held to discuss how the service was managed. One member of staff told us, "We talk about the service we deliver and what things people might like to do. We are always looking for different things to try out." Another member of staff told us, "If any of us has an idea, then we try it. I love it here but we always have to remember that everything can keep on improving."