

Bright Futures Care Limited

Woodville Place

Inspection report

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Date of inspection visit:
20 November 2019
21 November 2019
22 November 2019

Date of publication:
10 January 2020

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?

Outstanding ☆

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Woodville Place is made up of two house's next to each other registered to provide accommodation and personal care for up to four younger adults with sensory impairments, learning disabilities and autistic spectrum disorder. Accommodation is provided over two floors. At the time of the inspection three people were living at the service.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

People's experience of using this service:

The service was exceptional in placing people at the heart of the service and its values. It had a strong person-centred ethos. Staff and managers told us how important the services' shared values were to them. They were passionate about providing outstanding person-centred care to people. People living at Woodville Place and their relatives spoke very positively about their experience and the care provided by staff. Staff treated people with kindness, respect and supported their dignity in a sensitive manner.

External professionals provided exceptional feedback about the service and the results they had achieved regarding the outcomes to people's quality of life. The service provided individualised care and support in accordance with best-practice.

Staff knew people very well. They understood their needs and provided effective care to keep them safe. Risk was subject to regular review and was effectively managed. People received their medicines as prescribed from trained staff. The service was very well-maintained.

Staff received regular training and support and were equipped to provide effective care. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Care records captured important information regarding people's histories, families and preferences. The support provided to people to lead independent lives was exceptional with clear outcomes showing positive effects to their quality of life. People's quality of life had improved significantly, and they developed in their self-confidence independence and their self-esteem.

The manager, provider and staff promoted an open, positive culture with a focus on exceptionally high-

quality, person-centred care. The manager and provider made effective use of audits and other sources of information to continually reflect, review and improve practice. The provider continually funded additional support to their specialist staff teams. They funded external services and specific training for staff to help them provide positive influences and outcomes to the people living at Woodville Place.

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

Rating at last inspection: This was the services first inspection since being registered with CQC in November 2018.

Why we inspected: This was a scheduled inspection following the services registration.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received, we may inspect sooner.

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 is safe

Details are in our Safe findings below.

Is the service effective?

Good ●

The service is effective

Details are in our Effective findings below.

Is the service caring?

Good ●

The service is caring

Details are in our Caring findings below.

Is the service responsive?

Outstanding ☆

The service was exceptionally responsive

Details are in our Responsive findings below.

Is the service well-led?

Good ●

The service is well-led

Details are in our Well-Led findings below.

Woodville Place

Detailed findings

Background to this inspection

The 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 registered 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.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Woodville Place is a 'care home.' People in care homes receive accommodation and nursing or personal care. The Care Quality Commission (CQC) regulates both the premises and the care provided and both were looked at during this inspection. At the time of the inspection the service had a manager who had applied to register with CQC. Registered managers and the registered provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

The inspection was unannounced.

What we did before the inspection

Before the inspection we reviewed the information we held about the service. This included any statutory notifications sent to us by the registered provider about incidents and events that had occurred at the service. A notification is information about important events which the service is required to send to us bylaw. We also contacted local commissioners of the service to gain their views. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with the manager, service manager, quality assurance manager, relationships and vocational activities lead, five members of staff, two people living at the service and three relatives. We looked at care records of two people receiving support, a sample of two staff recruitment files, medication records and

other records and documentation relating to the management and quality monitoring of the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This was the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Relatives told us their relative was safe living at Woodville Place.
- Staff were well trained in safeguarding and aware of the need to report any concerns to reduce the risk of incidents.
- Systems for reporting concerns were transparent and reported to both the local authority and the Care Quality Commission.

Assessing risk, safety monitoring and management, using medicines safely

- Systems and processes were in place to reduce the risk of harm.
- Risk was assessed as part of the management of the service and effective measures had been taken to reduce risk and maintain people's quality of life and independence.
- Medicines were well managed by staff trained to safely administer medications. Records were completed correctly and subject to regular audits.

Staffing and recruitment

- Safe recruitment practices were used to ensure that new staff were suited to working with vulnerable people. Appropriate checks were completed before new staff started work.
- There were appropriate numbers of staff to support people living at Woodville Place. The provider had contingencies to organise staffing to help improve consistent team's that people knew and were familiar with.

Preventing and controlling infection

- The environment was highly maintained. There was a clear system in place for the maintenance and cleanliness of the service.
- Staff had completed appropriate training and were aware of the need to control the potential spread of infection.

Learning lessons when things go wrong

- Staff understood the importance of reporting incidents and accidents. Detailed records were kept and analysed to help identify patterns or trends. The providers own team of specialist staff offered expert support to have positive impact to each person's quality of life in managing risks.
- Significant incidents were regularly reviewed by senior managers and specialist staff. The frequency and severity of incidents had reduced for some people and this had positively impacted their quality of life.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This was the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Staff were aware of relevant guidance and used this effectively to assess people's needs and plan their care. Recognised guidance and information was available using positive behaviour to help staff support people to manage their anxiety.
- People and their relatives were involved in discussions about their care. One relative shared their positive experiences and felt the outcomes were very good for their family member. Another relative felt they had raised some issues which were being reviewed to help provide better consistency of staff to enhance their family members support with their anxieties.
- People were involved in identifying the assistance they would like, including recognising any needs in relation to protected characteristics as defined by the Equality Act 2010. The service had policies to support the principles of equality and diversity.

Supporting people to eat and drink enough to maintain a balanced diet

- People told us they enjoyed their meals and food. People were supported to choose their menus and often went out for meals. Staff and people living at the service sat together to enjoy their meals socially.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff and managers worked effectively with healthcare professionals to ensure that people received the care they needed. Care records detailed people's ongoing involvement of GP's and other specialist healthcare professionals.

Staff support: induction, training, skills and experience

- People told us they liked the staff teams that supported them.
- Staff were well trained and received in depth induction and regular additional training to enhance their skills and knowledge to meet the needs of the people they supported.
- Staff told us that they felt well supported. They told us that senior managers listened and helped adapt their working arrangements to better meet their home life responsibilities.

Adapting service, design, decoration to meet people's needs

- Woodville Place is a new building based in a residential estate close to local facilities. Externally, there was nothing to indicate that it was a registered care home which helped to promote the concept of community living.
- People told us they liked their ability to live independently in their own home. They lived in an environment

that was homely and reflected their individual's tastes and preferences. For example, people's bedrooms and lounges were individually decorated and contained belongings they wanted to have with them. .

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment with appropriate legal authority. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, whether any restrictions on people's liberty had been authorised and whether any conditions on such authorisations were being met.

- Staff obtained consent for people's care and support. Staff understood the principles, of the MCA and people were supported wherever possible to make their own decisions.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People and their relatives spoke very positively about the caring nature of staff. They told us that they were treated well by staff. One relative told us, "I see the staff as family I feel they really do care."
- We saw a number of examples where staff spoke to people with great respect and kindness.
- Staff were clear about their responsibilities in relation to equality and diversity and supported people appropriately.

Respecting and promoting people's privacy, dignity and independence

- People were supported to maintain and develop their independence within their own home. One person had been supported to move in and helped to regain their confidence in living in their own house. One relative commented, "Our relative loves their own home."
- Staff supported people with their personal care needs in a discrete and sensitive manner. Staff told us how important this was to people and explained how they supported people's right to privacy at all times.

Supporting people to express their views and be involved in making decisions about their care

- People were encouraged to comment on the provision of care and were involved in the decision-making process through discussions with staff and regular one to one discussions with their keyworker.
- Staff discussed decisions with people and offered them choices.
- Most people had a family member to act as an advocate. One family raised the need for further discussions to review the support the service provided. The provider showed what actions had been taken following the inspection to discuss and feedback their views.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated outstanding. This meant services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People's individual needs and preferences were central to the planning and delivery of care and support. Without exception staff used individual ways to involve people in planning their care and choosing the staff they got on well with to help support them.
- Support plans covered every aspect of each person's lifestyle inclusive of their communication needs.
- Staff supported people to plan and achieve their goals and aspirations leading to extremely positive outcomes.
- For example, one relative described the transition in getting to know the staff and helping support their relative to their own home. It was something they felt they could not previously have ever dreamt of. They shared with us, "I feel the staff have really listened and learned from us especially about (our [relative's] conditions) we have also learned from them, we work together as a team. Some of the things we now do I would never have thought [our relative] could ever have done." They are happier, with improved health physically, emotionally, both enjoying a social life and meeting lots of friends.
- Two stakeholders were very positive in their feedback regarding the staff and the outcomes provided to people. One professional felt that the outcomes for one person were exceptional and accounted that to the expertise and patience of the staff. They noted significant improvements to their health and wellbeing.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- Staff enriched people's lives through meaningful activities that enhanced their quality of life. Staff considered people's lifestyle opportunities and supported them to carry out activities they had sometimes never been able to enjoy previously.
- For example; One family discussed how they wanted to enjoy family events, but for lots of reasons it had not been achievable. They felt the staff took time developing specific support resulting in positive behaviours. This led to lots of opportunities they never thought would ever happen. They described the tremendous impact to their relative's quality of life.
- The provider had heavily invested in specialised training and skills for their supportive teams such as their, 'positive behavioural support lead', the 'relationships and vocational activities lead.' They also purchased external services such as 'Shine therapy' three days a week. (Shine therapy offers specialised support with occupational therapy, speech and language and integrated support.)
- They did this to ensure their philosophy of care and support was truly embedded in providing the very best of support needed for every individual whenever they needed it.
- People received specialised support with sex education, developing individualised plans. This work was

exemplary and demonstrated really positive effects to people's well-being and showed the provider understood their responsibilities under the Equality Act 2010 in line with the protected equality characteristics of sexuality and disability.

- Staff used innovative ways to support people to increase their confidence and independence through various opportunities such as education, working and volunteering, so they could live as full a life as possible.
- Examples included people working as volunteers for an organisation that supports terminally ill people by helping care for their pets taking them for walks, attending colleges and working for local organisations. People told us they really enjoyed their jobs and had made lots of new friends, they looked forward to working each week.

Improving care quality in response to complaints or concerns

- People had access to a personalised complaint guide explaining how to make a complaint if they needed to.
- There were no recorded complaints at the time of the inspection. Following the inspection, we received one concern. The provider showed evidence of it being effectively managed with arrangements to support a family to discuss their views.
- The provider took action to improve how records were used to demonstrate a consistent and transparent approach to managing complaints.

End of life care and support

- No one was receiving end of life care at the time of inspection.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- Managers and staff understood the accessible information's standard. Management and staff had taken innovative steps to support people to communicate and maximise their involvement and independence.
- The relationships and vocational activities lead developed an assessment tool for some people who used non-verbal signs using a data base of line drawings. This helped give a starting point to assist communication for some people.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility

- Manager's and staff demonstrated a commitment to providing high-quality, person-centred care. This commitment was reflected in the additional resources the provider funded and invested in personally.
- Staff demonstrated an understanding of their responsibilities in relation to the people living at the service and the need to act with honesty and integrity.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- There was evidence of good practice and management regarding the service with detailed quality assurance processes in place. The provider paid for an independent company to carry out external audits to offer independent view points of the service. They obtained feedback from people at the service.
- The manager and provider completed regular safety and quality audits to measure performance and generate improvements. They had a good understanding of regulatory requirements. They had notified CQC when it was required of events and incidents which occurred at the service.
- The manager had received various compliments regarding their style of management. They were in the process of registering with CQC as the registered manager for the service.
- Staff had a clearly defined role within the service. They understood their responsibilities to ensure a high standard of support was provided.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The provider clearly met their responsibilities in supporting people's diverse needs, especially in supporting people's specific needs with their disabilities and sexuality.
- People were involved in discussions about their home in different ways. They were invited to attend regular meetings and complete questionnaires, or they could choose to engage less formally by speaking to staff.
- The results of the latest questionnaire showed positive results however it included all locations that the provider managed. Manager's told us they would look at this for future use in trying to determine the results specifically for each service.
- Staff said that they could approach the registered manager, or the provider at any time and felt fully supported and listened to.

Continuous learning and improving care; Working in partnership with others

- The provider placed continuous learning and improvement at the heart of their practice.
- The service worked positively with the local authority, the commissioners and members of multi-disciplinary teams. We received positive feedback from them about the provider.
- Since the manager had commenced in their role at the service they showed all actions they had taken to positively develop the service.
- Throughout the inspection the manager and provider were open and transparent. They were clear that the people living at the service were at the heart of any changes and improvements.