

Creative Support Limited

Creative Support - Station View

Inspection report

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Date of inspection visit: 21 and 27 August 2015
Date of publication: 05/10/2015

Ratings

Overall rating for this service

Good 

Is the service safe?

Requires improvement 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Good 

Overall summary

We carried out this announced inspection between the 21 and 27 August 2015. Creative Support – Station View was registered in May 2014 and this was our first inspection of the service.

Creative Support – Station View is registered to provide personal care to people in their own homes. At the time of our inspection the service only provided support to people who lived at Station View in Barrow in Furness.

The accommodation at Station View was provided by Accent Group. People had their own flats and access to

shared communal facilities including a bistro and sitting rooms. People who lived at Station View could choose which care provider they used. A range of activities were provided for people who lived at Station View.

The personal care provided by Creative Support – Station View is regulated by the Care Quality Commission but the accommodation and other services provided are not.

Summary of findings

At the time of our inspection there were 17 people receiving personal care from this service. An additional five people received support from care staff to handle their medicines.

There was a registered manager employed in the service. 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.

Although people told us that they felt safe receiving support from this service we found that they could not be confident that they would always get their medicines as their doctor had prescribed. We also found that the care staff could not always identify the medicines they gave to people.

People received the support they needed from staff who knew them well. However we found some care records had not been updated when a person's needs had changed.

Care staff were kind to people and treated them with respect. New staff were checked to ensure they were suitable to work in people's homes. All the staff in the service had completed training to ensure they had the skills and knowledge to meet people's needs. They knew the support people needed and the choices people had made about their care. People received the support they required to promote their dignity and independence.

The service was well managed. The registered manager gave people opportunities to share their views about the care they received. People knew the registered manager and how they could contact her. The registered manager took prompt action to address areas in the service that required improvement.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was not always safe.

People did not always get their medicines as their doctor had prescribed and care staff could not always identify the medicines they gave to people.

People were protected from abuse because the staff were trained in how to identify and report concerns.

New staff were checked to ensure they were suitable to work in people's homes.

Requires improvement



Is the service effective?

The service was effective.

All the staff employed by the service had completed training to give them the skills and knowledge to provide the support people required.

People's rights were protected. The registered manager was knowledgeable about the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards.

Good



Is the service caring?

The service was caring.

The staff were caring and friendly and provided a high standard of care.

People were asked for their views and involved in decisions about the support they received.

People's privacy, dignity and independence were protected.

Good



Is the service responsive?

The service was responsive.

People were included in agreeing to the support they received and how they wanted their care to be provided.

The registered provider had a procedure for receiving and responding to compliments and complaints. People who used the service knew how they could raise concerns about their support and were confident action would be taken if they raised any concerns.

Good



Is the service well-led?

The service was well-led.

People who used the service knew the registered manager and how they could contact them if needed.

Good



Summary of findings

The managers set high standards for staff to work to. People who used the service and the staff employed by the agency were aware of the managers' high expectations.

The registered manager took prompt action to address areas in the service that required improvement.

Creative Support - Station View

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 between 21 and 27 August 2015. We gave the registered manager 48 hours' notice of our visit to the service on 21 August because we needed to ensure that they would be available in the service to speak with us.

The inspection was carried out by one adult social care inspector.

During the inspection we spoke with five people who received personal care from the service and with four relatives and friends of people who used the service. We spoke with four support staff, the registered manager and area manager. We observed how staff spoke with people who used the service and looked at the care records for seven people. We also looked at records that related to how the service was managed.

Before the inspection we sent questionnaires to people who received support from the service, their relatives and social and health care professionals who supported people who used the service.

Is the service safe?

Our findings

Everyone we spoke with told us that people were safe using this service. People who received care from the service told us, “I feel safe” and said “I’m sure I’m safe”. The relatives and visitors we spoke with told us that they had never seen or heard anything that caused them concern about the safety of people who used the service.

People who required support to take their medicines told us that the care staff assisted them as they required. However, we found that the processes for handling medicines had not ensured that people always received the medicines they needed. We also found that the care staff were not always able to identify the medicines that they gave to people.

The service was responsible for ordering medicines for some people. We found that one person had not received an important medicine for a period of nine days. Although a member of staff had identified that the person needed a new supply of the medicine, this had not been received and the service had not taken robust action in response. The person’s GP had not been made aware that they had not been given the medicine for nine days nor contacted for advice. During our inspection we asked the registered manager to contact the person’s GP for advice and to check that the absence of the medicine had not impaired their health or wellbeing.

Some people received their medicines packaged by the chemist into a medicines cassette box. These can be used to help people to know what tablets to take at a particular time. Some people took a number of tablets at the same time, which were packaged together in the cassette box. Most of the cassette boxes had details to assist care staff to identify each tablet in the cassette. We saw one cassette box that did not have information to help staff identify the tablets it contained.

We asked the registered manager how care staff would identify the tablets in a cassette box if the chemist had not given information to describe the tablets. The registered manager told us that staff would not be expected to identify the tablets. This meant that if a person wished to refuse to take a medicine the care staff would not be able to identify which tablet the individual did not want to take.

This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

because the procedures to manage people’s medicines had not ensured that people received their medicines when they needed them or that care staff could identify the medicines they gave to people.

People we spoke with told us that they felt there were enough staff employed in the service to provide the support they required. The service employed senior care staff who were responsible for providing guidance to care staff, providing care to people and for maintaining some records. The senior care workers told us that they were meant to have time allocated each week for them to check and update care records. However the senior care workers and the registered manager told us that it had not always been possible for the senior staff to carry out this part of their role as they had needed to work with the care staff to provide support to people. We found that some care records had not been updated fully when people’s needs had changed. One member of staff told us that they had not been able to update all the records they were responsible for because they had been working providing support and not had time to review the records. The registered manager told us that there were two senior care workers employed but the service required four people in this role. They were aware that this was impacting on the ability of the senior staff to carry out their roles properly and new senior support workers were being recruited.

The staff we spoke with told us that people were safe using this service. They told us that they knew how to identify abuse and the procedure to follow if they were concerned about a person’s safety or welfare. All the staff told us that they would be confident reporting any concerns to the registered manager. The staff told us that they had received training in how to protect people from the risk of abuse. This was confirmed by the records we saw.

People told us that they were given information about how to keep themselves safe. One person we spoke with used an aid to help them move independently and safely. They told us that the care staff reminded them to use the mobility aid to protect them from the risk of falling. Another person required specific support to ensure the health of their skin. They told us that the staff explained to them the reason they needed to take certain actions to prevent their skin from breaking down. People were given information about risks to their health or safety to assist them to understand their support.

Is the service safe?

The registered provider used thorough checks when new staff were recruited to ensure that they were safe to work in

people's homes. We saw that all the checks required by law were completed before new staff were employed. This meant people could be confident that the staff who supported them were suitable to work in a care service.

Is the service effective?

Our findings

Everyone we spoke with told us that the staff who worked at this service were competent to carry out their roles. One person who used the service said, “The staff are fabulous, very, very good, you couldn’t ask for better”. Another person told us, “The staff seem to be trained, they know what they are doing”.

The staff we spoke with said they had completed training to ensure they had the skills and knowledge to provide the care that people required. They told us that all new staff had to complete training and work with a more experienced staff member before they worked on their own. The staff told us that they had completed training including in the safe moving of people, emergency aid and the safe handling of medicines. This was confirmed by the training records that we looked at.

The registered manager had good systems in place to record the training that care staff had completed and to identify when training needed to be repeated. This helped to ensure that the staff had the skills to provide the support that people needed.

All the staff told us that they felt well supported by the registered manager of the service. They said they had regular meetings with the registered manager where they could discuss their practice. We saw that, as well as formal meetings, the registered manager also observed staff working with people to assess their practical skills and competence.

People told us that they had agreed to the support they received from this service. They told us that the staff asked

for their consent before providing their personal care. One person said, “The staff ask me, I can refuse any care but they do explain why it’s important like taking my medicines or having a shower”.

We saw that the care records included signed consent forms. This helped to ensure people’s rights were protected.

Some people who used the service received assistance from care staff in preparing their meals. They told us that the staff knew the meals they liked and prepared them as they liked them. One person said, “Generally I do my own meals, but if I’m unwell the staff make me something, they always ask what I want”. People told us that the staff advised them to drink fluids in the warm weather and explained to them this was important to maintain their health.

Most of the people we spoke with told us that they did not receive support from the care staff to attend health care appointments. One person said, “If I have a hospital appointment I get a taxi”. Another person told us that the staff gave them the support they needed if they were unwell, they told us, “The senior carer rang the doctor to come out when I wasn’t well”. People who required support to arrange or attend health care appointments received the support they required. This helped to maintain their health

Some people who used this service were living with dementia or mental health needs and required support to make important decisions about their lives. The registered manager was knowledgeable about the Mental Capacity Act 2005, (the Act) and the Act Code of Practice. They knew how to ensure that the rights of people who were not able to make or to communicate their own decisions were protected.

Is the service caring?

Our findings

People who used this service and the relatives we spoke with told us that the staff employed were caring and friendly. One person told us, “The staff are lovely, you can have a laugh and a joke with them”. Another person told us “All the staff are lovely”. Relatives we spoke with said, “The staff look after [my relative] really well”.

Everyone we spoke with told us that the staff treated them with respect and asked them what assistance they would like. They said the staff protected their privacy and dignity and that their personal care was provided in private in their own flat.

One person told us how the support they received had increased their independence. They said that they had needed a lot of support when they first moved to Station View but that the assistance they required had reduced over time. They said, “The staff were brilliant when I came here, they have helped me to become more independent. I have less care now and can get out and about on my own, which is great”.

People told us that they were included in planning and agreeing to the support they received. They said the staff knew them well and knew how they wanted their care to be provided. One person said, “I’m included in every decision, it’s my home and my life”.

People told us, and we saw from the records we looked at, that they were asked for their views about their care. The

registered manager had held meetings with people where they had been asked if they were happy with their care and if there were any changes they wanted made to the support they received.

The staff we spoke with told us they were confident people received a high quality of care from this service. They told us that they knew people who used the service well and knew the support individuals required.

People told us that they valued the support they, or their relatives, received and said, “This service is fantastic, we’ve never had a moment’s worry since [my relative] came here”. Another person told us, “Moving here and having the carers [care staff] come in was the best move I could have made”.

People told us that the care staff gave them the time they needed to carry out tasks themselves. One person said, “I’m very independent, I don’t need much help normally, the staff only do what I ask”. People were supported to maintain their independence and control of their lives.

The people we spoke with said they had the support they needed to make decisions about their care. Some people told us that they were supported by their friends or family in making decisions. One person told us, “My daughter visits me most days, if I need advice I can speak to her”. The registered manager knew how to contact local advocacy services that could assist people to make decisions or express their views if they required support.

Is the service responsive?

Our findings

People who used this service said that they received the support they needed at the time they needed it. One person told us, “This is the best care around here, there are staff here 24 hours a day, if I need anything I call for the staff and they come”.

People told us they knew the staff who visited them and said the care staff knew the support they required. They told us that they were asked how they wanted their care to be provided and had a care plan that detailed the support they needed and the choices they had made about their care.

We looked at the care records for seven people. We saw that these gave information for staff about how to support individuals. Some of the care plans we looked at had been reviewed to make sure they held up to date information for staff to refer to. We saw that the support one person needed had changed over time. While some changes had been made to their care plan we saw other information had not been updated so did not accurately reflect the support they required.

The care staff we spoke with told us that they knew the support people needed because they worked with the registered manager and senior care staff providing support to people. They told us that, if the support a person needed changed, this was also passed to them verbally by the senior staff. People who used the service all confirmed that the care staff knew the support they needed and how to provide their care. Although one care plan needed to be reviewed to include up to date information, people received the support they required to meet their needs because the care staff knew the care people needed and how to deliver this.

Immediately after our inspection the registered manager updated the incorrect information in the care plan we looked at to ensure it held accurate information for the care staff to refer to.

We saw that people’s care records showed how many care visits they had planned each day. This was agreed when their care was arranged. However, due to staff being available in Station View, we saw that the service was very responsive to the needs of people. During our inspection a popular activity had been arranged. The registered manager had reviewed the staffing arrangements to ensure that there were enough staff available to provide people’s care and to assist them to attend the activity.

The registered provider had a formal process for receiving and responding to compliments and complaints about the services it provided. A copy of the procedure was given to people who used the service and was also available in the foyer at the entrance to Station View. Information about how people could complain about the services provided by Creative Support Limited was also published on the provider’s website. This meant that information was available for people who used the service, their families and their visitors if they needed to raise a formal complaint.

People who used the service told us that they had not needed to make a complaint about the service but said that they knew how they could do so. One person told us, “I’d soon speak up if I wasn’t happy” and another person said they would speak to a senior care worker or to the registered manager if they needed to raise a concern about the care they received.

The service had not received any formal complaints since it was first registered in May 2014. The registered manager showed us records of informal concerns that people had shared with them. We saw that the concerns had been investigated and action taken to resolve the issues raised.

Is the service well-led?

Our findings

People we spoke with said that they knew the registered manager of the service and how they could contact them if they needed. Most people told us the registered manager was “accessible” and “very helpful”. One person said, [the registered manager] is always about if I need to speak to her”. People who used the service said that, if they had any concerns about their support, they would be confident to speak to the registered manager and knew she would address the issues they raised.

One person told us that they did not find the registered manager easy to speak to. They told us that they found the registered manager to be abrupt and not willing to listen if they tried to raise concerns. However, this concern was not shared by any of the other people we spoke with.

All the staff we spoke with told us that the registered manager was very supportive and set high standards for them to work to. They told us, “[The registered manager] is the best manager I’ve worked for” and said, “[The registered manager] is very clear about the standards she expects, we all want people to get the best care”. People who received support from the service told us that they received a high standard of care and said they would recommend the service to other people.

The registered manager told us that they worked with care staff providing support to people. This was confirmed by the staff we spoke with. This helped the registered manager to maintain an oversight of the quality of the service provided.

The registered manager used a range of formal systems to monitor the quality of the service. They held regular meetings with people who used the service to gather their experiences of the support they received. We saw that the meetings were also attended by representatives from the landlord and from the onsite bistro. This meant that people were given opportunities to discuss all aspects of the service they received at Station View. Some people who used the service confirmed to us that they liked to attend the meetings. One person told us, “I know there are meetings, but I don’t go, I have no complaints and would speak to [the registered manager] or [senior care worker] if I needed to raise anything”. This showed that people had a range of ways that they could share their views.

People had also been asked to complete quality surveys to share their views of the service with the registered manager and provider. The completed surveys that we looked at were positive about the support people received. We saw that where people had made comments about how the service they received could be improved, the registered manager had acted on their feedback.

During the inspection we shared our concerns regarding the management of medication and standard of care plans with the registered manager. They immediately took action in response to the issues we raised. We saw that the registered manager was taking appropriate steps to improve how medicines were managed and ensure all care plans were clear and up to date. This showed that they were open to feedback about the service and took immediate action to address areas that required improvement.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity	Regulation
Personal care	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met: The provider had not ensured that medicines were managed safely.</p> <p>Regulation 12 (2) (g).</p>