

Creative Support Limited

Creative Support - Duncan Court & Donnybrook Court

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service in November 2016. A breach of legal requirements was found because the provider was not always reporting significant events to the Care Quality Commission (CQC). After the comprehensive inspection, the provider wrote to us to tell us what they would do to meet this legal requirement.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met 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 Duncan Court and Donnybrook Court on our website at www.cqc.org.uk.

There was a registered manager at 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.

At our previous inspection we reviewed records of incidents and accidents and found that the provider had not informed CQC of some significant events. At this inspection we found that the provider was now doing this, and there were measures in place to check that this was done in future.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Good ●

We found that action had been taken to ensure the service was well-led.

The provider had submitted notifications of significant incidents to CQC. There were measures in place to prevent a repetition of incidents not being report to us.

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Detailed findings

Background to this inspection

We undertook an announced focused inspection of Duncan Court and Donnybrook Court on 4 May 2017. This inspection was done to check that improvements planned by the provider after our inspection in November 2016 had been made. We inspected the service against one of the five questions we ask about services: Is the service well-led? This is because the service was not meeting a legal requirement.

The inspection was carried out by a single inspector. During our inspection we spoke with the registered manager, care coordinator and two people who used the service. We reviewed records relating to incidents, accidents and safeguarding adults for Duncan Court and Donnybrook Court since our last inspection.

Is the service well-led?

Our findings

At our last inspection in November 2016, we found that the service was not meeting some legal requirements. This was because the provider had not informed the Care Quality Commission (CQC) of three significant incidents, including an allegation of abuse and two occasions where police had attended the premises.

At this inspection, we found that the provider was now meeting this requirement. The provider maintained logs of incidents and accidents which had occurred in both buildings, along with records of contact with emergency services and allegations of abuse against people who used the service. We saw that where incidents had occurred, the provider logged whether this had been reported to CQC and the local authority, and subsequently recorded what action had been taken in response to the incident. Where incidents were required to be reported to CQC, the provider had done so and kept evidence of this with the incident report. These records had been checked by the registered manager. We also saw that the findings from the previous inspection report had been discussed in staff meetings, and that staff had been made aware of the provider's duty to report significant incidents.

We saw that the provider was displaying ratings from the previous inspection in the lobby as required. People we spoke with told us they were happy with the way in which the service was managed.

We have improved the rating for this question from "requires improvement" to "good" because we found that concerns had been addressed and sustained over a period of time, and that the provider had measures in place to prevent a recurrence of this breach.