

Creative Support Limited

Creative Support - Heysham Gardens

Inspection report

Low Meadows
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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

About the service

Creative Support – Heysham Gardens provides personal care to people who live in their own flats and bungalows within an extra care housing scheme. Extra care housing is purpose-built or adapted accommodation in a shared site or building. People's housing was provided by a separate provider under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people's personal care provided by Creative Support. At the time of this inspection 28 people were receiving personal care.

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

People were very happy with the service and care from Creative Support. They felt safe and were protected from the risk of harm. Staff supported people to be independent whilst also managing risks. There were sufficient numbers of staff who were safely recruited to meet people's needs. People were supported to manage their medicines safely by staff who had completed medication training and had their competency checked. Staff followed the provider's infection control policy and procedure to prevent the spread of infection.

Staff displayed a caring attitude. They spoke about people in a respectful and empathic way. People's privacy and dignity was maintained, and people told us staff were respectful to them and their property when completing care calls. One relative told us, "We can't speak highly enough about the service. The staff are respectful and the service is flexible. We get regular updates and feel involved. Nothing is too much trouble for staff."

The staff team were suitably trained and supervised. They knew people's needs well and the importance of supporting people to maintain their independence. People were supported to have choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies in the service supported this practice.

People were assisted to access the numerous facilities at Heysham Gardens, and the wider community which helped to support their well-being and reduce isolation. People were supported to access GP services or other health professionals if needed. Staff recognised a deterioration in people's health and took action. People said all staff were approachable and they felt at ease to raise any concerns with them, and management if needed.

The service was well-led. The management team completed regular quality monitoring checks to ensure any areas of improvement were noted and people received the care and support they expected. Areas identified for improvement were acted upon and some of these changes came from suggestions from people in receipt of the service.

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 Good (published 18 August 2017).

Why we inspected

This was a planned inspection based on the previous rating.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information 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 was safe.

Details are in our safe findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our Caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well led.

Details are in our Well Led findings below.

Creative Support - Heysham Gardens

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

The inspection was carried out by one inspector.

Service and service type

This service provides care and support to people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted single household accommodation in a shared site or building. The accommodation is bought or rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people's personal care [and support] service.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced. Inspection activity started on 08 February 2020 and ended on 04 March 2020. We visited the office location on 10 and 27 February 2020.

What we did before the inspection

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and

improvements they plan to make. This information helps support our inspections. We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority who work with the service. We used this information to plan our inspection.

During the inspection

We spoke with three people in their own homes and a further eight people at a luncheon club at the housing scheme. We received feedback from three relatives. We spoke with the registered manager, a locality manager, scheme care co-ordinator and three care workers. We looked at the care records of three people who used the service and the personnel files of four members of staff. We also looked at records relating to the management 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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were safe and protected from abuse. They told us they felt safe living at Heysham Gardens and with the staff who supported them. Staff completed training to understand the different types and signs of abuse and knew how to report any concerns to the management team.
- The provider understood to refer safeguarding concerns to the local authority and CQC as required, so checks could be made that all risks had been managed.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risks to people's health, safety and well-being were assessed and managed effectively. This included assessments of specific risks, such as the risk of falls, risks arising when moving and handling people and for meeting people's nutritional needs. Staff were provided with guidance on how to manage the risks in a safe and consistent manner.
- Staff supported people to obtain specialist equipment following advice from health professionals to ensure staff could continue to support the person safely.
- The registered manager promoted an open and transparent culture in relation to accidents, incidents and near misses. Where they identified any areas of concern these were shared with the staff team to ensure lessons were learnt to improve the service.

Staffing and recruitment

- There were sufficient numbers of staff to complete the pre-arranged calls to support people's personal care needs and to ensure consistent care delivery. Recruitment was appropriately managed and all new staff were suitably vetted.
- People told us staff were reliable, arrived on time and stayed the amount of time agreed. They said if staff were later than scheduled, this was usually because of an emergency.

Using medicines safely

- People's medication support needs were being managed safely. The provider had ensured they were following safe protocols for the receipt, storage, administration and disposal of medicines. Staff had received training and regular updates. Senior staff checked the accuracy of people's medication administration records and carried out spot checks on staff giving medicines support to people.
- People spoke positively about the support they received with their medicines. One person told us, "I take a lot of medication and staff are always on the ball with it, making sure it's on time and doesn't run out."

Preventing and controlling infection

- People were protected from potential cross infection during the delivery of personal care. The provider had effective infection control procedures. Staff received training and were provided with appropriate protective clothing, such as gloves and aprons.

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

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

- People received effective and appropriate care which met their needs and protected their rights. The registered manager and scheme coordinator carried out assessments of people's needs before a placement was made in the scheme. Assessments from health and social care professionals were also used to plan effective care.
- The management and staff team applied their learning in line with expert professional guidance such as the management of nutrition, oral health and skin integrity. Staff knew people's individual needs and preferences very well. This supported a good quality of life for people.

Staff support: induction, training, skills and experience

- Staff were competent, knowledgeable and had completed training which gave them the skills they needed to carry out their role effectively. Staff were clear on their roles and responsibilities.
- People and their relatives told us they had confidence in staff because staff knew what they were doing. They gave us positive feedback about how staff supported them. One person told us, "The staff have a great balance between being professionals and being caring. I've been very impressed with the them."

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

- People who needed support with their meal preparation and drinks had pre-arranged calls where staff assisted them as required. Some people were assisted to go to the on-site restaurant for a meal.
- Staff assisted people to access external agencies, such as speech and language therapists and dieticians for support and guidance if needed.

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

- Staff worked well with healthcare professionals to ensure people's healthcare needs were met effectively and consistently. Staff incorporated professional guidance into people's care plans. Healthcare professionals told us staff reported changes and requested input "promptly". One person told us how their mental health had improved significantly as staff had helped them be more self-aware of their mental health and how to stay well.
- A number of people and their relatives told us of the progress made since receiving support from Creative Support staff. One told us, "Recently [relative's] support has increased as she has become more frail, resistant to accepting help and preferring to socially isolate herself. We are grateful the staff work hard to include [relative] and adapt their approach to get the best outcomes."

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 when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA.

- People's rights were protected. Staff had received training in MCA. Where a person was found to lack capacity to make a decision the best interest decision-making processes were followed. This included involving relevant family, representatives and professionals in the process.
- Staff were respectful and checked they consented to care before it was provided. One person said, "They always ask before they do anything and check everything they are doing is okay. I make my own decisions and staff respect these."

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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 received care and support from staff who knew and understood their history, likes, preferences, needs, hopes and goals. Staff recognised the importance of upholding a person's right to equality, recognised diversity, and protected people's human rights. Staff completed equality and diversity training to help them understand and to meet people's needs.
- Staff showed a genuine interest in people and their wellbeing. People and their relatives were very positive about how well people were treated. People said they had formed good and trusting relationships with staff. One person told us, "I feel they really care here. Staff [name] makes extra meals at home and brings them in for me, fish pie and lasagne. She will help me out with anything. They are all good."

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

- People told us they made their own decisions about their care and support. A person said, "I always make my own decisions about everything every day."
- People told us they could approach care staff, or members of the management team, if they wished to discuss any aspect of their care. One person told us, "I was asked about my care plan and I have signed to say I am happy with it. I have reviews with the staff here and with social workers. I tell them if something needs to change."

Respecting and promoting people's privacy, dignity and independence

- People told us staff were respectful and maintained their privacy and dignity. One person said, "All of the carers are respectful. They help me in private and make sure the blinds are shut. They are aware of dignity they cover me up when I have a shower, so I am not exposed or cold."
- Staff knew people well and understood how to ensure people's independence was maintained. Care plans contained information about people's abilities and how they liked to maintain their independence. One staff member told us, "We are very aware of not rushing people and giving them time and space to do things for themselves."

Is the service responsive?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

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

- People's care was planned with them or their family members, as appropriate, to ensure their needs were met effectively and in accordance with their wishes.
- People's care plans contained information about their needs, interests, preferences and health to support staff in delivering person centred care. For example, one person preferred showers to having a bath and this was clearly recorded to ensure staff respected this preference. One person told us, "I thought this might be institutional living here, but its not at all. I have my own front door and carry on living my life. In fact it's better now as I have many more friends and people to chat to. Staff support me to do what I want to do. They fit round me."

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 (AIS). 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.

- People's communication needs were explored and care plans contained instructions of how to ensure effective communication. The service had a collection of easy to read information booklets on health matters and support services. The service was developing an easy read questionnaire.

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

- People were leading fulfilling and active lives and were supported to engage as full citizens within the local and wider community. They were able to be flexible and chose what they wanted to do on a day to day basis.
- People followed their own hobbies and interests. Staff also supported people to use the facilities available within the building such as entertainments, the on-site restaurant, and gardening areas used by others. This helped to reduce social isolation.

Improving care quality in response to complaints or concerns

- The provider responded to any concerns or complaints and saw this as a way to improve the service. There had been no recent complaints in the service and people had easy ready complaints procedures available. Past complaints had resulted in changes to staff rotas to allow for more flexibility and to more improvements to care records.
- People confirmed Creative Support were open to any suggestions and that there had been no serious concerns raised through residents meetings.

End of life care and support

- Staff gave people the support they needed to remain in their own home, if this was their wish, as they reached the end of their lives. The staff had received training and worked with local healthcare services to ensure people were able to remain comfortable and pain free at the end of their lives.
- We saw a number of relative thank you cards commenting on the high standard of end of life care for their relative. One relative told us, "We were told that Heysham Gardens would be a home for life for mum and dad but we were sceptical as we understood the challenges. However, we were amazed at how well [relative] was supported until the end of their life."

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.

At the last inspection this key question was rated as good. At this inspection this key question had remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The service was well-led. The registered manager and staff were clear about their roles and responsibilities. The provider and registered manager regularly reviewed the quality of care people received. They carried out various audits which included care files and medicines records. We saw action had been taken where inconsistencies were identified. People, relatives and staff all spoke highly of the management and staff team.
- There were clear staffing structures in place and a well-developed staff development programme. Staff told us they were well supported by the management team who actively encouraged them to feel part of developing the service.

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

- The registered manager and staff team demonstrated a commitment to providing person-centred care and to ensure people received good quality care. People's wishes were respected, and care was arranged around people's preferences and requirements.
- People told us this was a good service and they were well supported. One person told us, "I cannot fault them. The staff are spot on. I pop in regularly to the office for a catch up."
- Staff told us they felt valued and listened to and the management team gave them support to do their jobs well. One staff member said, "It's very well run here, very supportive atmosphere and we're always encouraged to talk any issues through. Team work is good."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The management team were aware of their responsibilities regarding duty of candour. They promoted and encouraged candour through openness. We saw where mistakes had been made the service had apologised and told people how they were going to put things right.
- Good relationships had been developed between management, staff and people using the service and their family members.

Working in partnership with others

- Staff worked with other services to ensure people received the care they required if their needs changed.

Where specialist services were involved in providing people's support, the advice they had given had been included in people's care plans. Communication was described by these partnerships services as being very good and staff and the registered manager as being open and responsive.