

United Response

United Response - Wiltshire DCA

Inspection report

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24 May 2023

25 May 2023

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

United Response – Wiltshire DCA is a supported living service, providing personal care to 12 people at the time of the inspection. The service provides support to people with learning disabilities and autistic people, who live in shared homes or on their own. Not everyone who used the service received personal care. The Care Quality Commission (CQC) only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

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

Right Support

Risk assessments were completed to support people to be as independent as possible. Staff demonstrated a good understanding of risk management plans and the actions they needed to take to support people to stay safe.

People were supported to safely take any medicines they were prescribed. The support people needed was regularly reviewed to ensure people were as independent as possible. Staff kept accurate records of the support they provided people to take their medicines.

There were enough staff to meet people's needs. The provider had taken action to address staff shortages through use of temporary agency staff where needed. Temporary staff had been working at the service on a long term basis to provide consistent support for people.

People were supported to have maximum choice and control of their lives and staff supported in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Right Care

People and their relatives told us they felt safe and received good care. We saw people interacting with staff in a confident and comfortable way. People appeared at ease in the presence of staff.

We observed staff working in ways that were respectful of people and promoted their independence. Staff responded to people's requests and provided appropriate support.

People were supported to maintain contact with their family and friends.

Right culture

The registered managers had promoted a person-centred approach in the service. This was evidenced through the content of staff meetings, support sessions for staff and the training staff received. Staff said the registered managers were focused on ensuring people received a good service.

The provider had systems to assess and monitor the quality of the service being provided. Effective action had been taken to make improvements where needed.

Staff told us they felt listened to and valued by the registered manager.

People were supported to be active members of their community and participate in local activities.

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 17 November 2017).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained good, based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for United Response – Wiltshire DCA on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

United Response - Wiltshire DCA

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 Health and Social Care Act 2008.

Inspection team

One inspector and an Expert by Experience carried out this inspection. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

This service provides care and support to people living in 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there were 2 registered managers in post. Each registered manager had responsibility for specific areas of the service but shared overall responsibility for the oversight of the regulated activity.

Notice of inspection

We gave a short period of notice of the inspection, so the provider could make arrangements with people for an inspector to visit them in their home.

Inspection activity started on 11 May 2023 and ended on 26 May 2023. We visited the location's office on 11 May 2023 and visited people using the service on 24 and 25 May 2023.

What we did before inspection

We reviewed information we had received about the service since the last 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 used all of this information to plan our inspection.

During the inspection

We met with 6 people who used the service and 8 friends and relatives about their experience of the care provided.

We spoke with 10 members of staff including the registered managers and 8 support workers.

We reviewed a range of records. This included 6 people's care records and 5 medicine records. We looked at 2 staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

Is the service safe?

Our findings

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

The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- The service had safeguarding systems and staff had received regular training. Staff had a good understanding of what to do to make sure people were protected from abuse.
- We spoke with 2 people who used the service. They told us they were happy with the support they received and liked the staff. We observed other people interacting with staff in a confident and comfortable way. People appeared at ease in the presence of staff.
- Relatives and friends felt people were safe receiving support from the service. Comments included, "100% safe. I have had no complaints. You can see it in [person's] face how she speaks about them" and "Yes, I think he is safe there. I see him regularly for extended periods. There has never been anything where I have seen [staff] put him at risk."
- Staff were confident the management team would take action to keep people safe if they raised any concerns. The service worked with the local authority to investigate safeguarding issues when concerns were raised.

Assessing risk, safety monitoring and management

- Risk assessments were completed to support people to be as independent as possible. They balanced protecting people with supporting them to maintain their independence. Examples included support for people to manage the risks relating to health conditions, risks related to mobility, and support for people during periods of distress.
- Risk assessments and management plans had been reviewed and updated as people's needs changed. People and their representatives had been involved in these reviews.
- Staff demonstrated a good understanding of the risk management plans and the actions they needed to take to keep people safe.

Staffing and recruitment

- There were enough staff to meet people's needs. The provider had taken action to address staff shortages through use of temporary agency staff. The temporary staff had been working at the service on a long term basis and provided consistent support for people.
- Relatives said staff had the right skills and knowledge to meet people's needs. Comments included, "[Staff] have great knowledge. They can always answer any questions I have" and "[Staff] keep up to date with training courses."
- Staff had been thoroughly checked before they worked in the service. This included a criminal record check, references from previous employers and confirmation of their right to work in the UK.

Using medicines safely

- People were supported to safely take any medicines they were prescribed. The support people needed was regularly reviewed to ensure people were as independent as possible. Details of the support people needed was set out in their support plan.
- Medicines administration records had been fully completed. These gave details of the medicines people had been supported to take.
- Relatives told us staff provided good support for people to take their medicines at the right time. Comments included "[My relative] takes quite a lot and I know they have a vigorous procedure for administering it" and "Everything is very well documented."

Preventing and controlling infection

- There were systems to prevent people from catching and spreading infections. These included supporting people to maintain hygiene standards and using relevant protective equipment.
- Relatives told us staff followed these measures when providing support for people. Comments included, "The place is always clean and tidy" and "His home is the cleanest it has ever been."
- Staff received training on infection prevention and control measures and how to use personal protective equipment (PPE) safely. We observed staff following good infection prevention procedures.

Learning lessons when things go wrong

- Systems were in place for staff to report accidents and incidents. Staff were aware of these and their responsibilities to report such events.
- Staff took part in reflective practice where necessary following incidents. This was used to reflect on what had happened and assess whether different actions would have resulted in better outcomes for people.
- Accidents and incidents were reviewed by the management team, to ensure appropriate actions had been taken.

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.

The rating for this key question has remained good. 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 provider had effective systems to assess and monitor the quality of the service being provided. Records demonstrated audits had identified where improvements were needed and planned how they could be made. Actions from the assessments had been followed through to ensure improvements were implemented by staff.
- People and their relatives told us they were happy with the way the service was managed. They felt confident the management team would address any concerns they had. Comments included, "The reason the service is so successful for [my relative] is because of the management. They communicate well, understand the needs of the person. We have been so impressed by them."
- Staff told us they felt well supported and had access to management assistance when needed. They confirmed they had regular supervision sessions.
- The registered managers had kept up to date in relation to changes in legislation and good practice guidance.

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

- The registered managers had promoted a person-centred approach in the service. This was evidenced through the content of staff meetings, support sessions for staff and the training staff received. A relative commented, "It has been life changing for us. We don't have to spend our time worrying about our [relative]. He is settled, happy and living his life the way he wants it."
- Staff reported the registered managers were focused on ensuring people received a good service. Staff said the registered managers knew what was important to people.
- The registered managers had a good understanding of their responsibilities under the duty of candour.

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

- The service involved people and others effectively in a meaningful way. People and their representatives were involved in all decisions about their support. The registered managers responded to any issues raised and let people know what action they had taken.
- Staff told us they felt listened to and valued by the registered managers.
- People were supported to be active members of their community and participate in local activities. Examples included singing in a local choir, attending a social club and socialising with neighbours.

Working in partnership with others

- Staff had worked with health and social care professionals to improve people's access to services. This included supporting people to access services they found difficult or distressing.
- The service worked with specialist nurses to develop specific support plans for people. These included plans to support people to manage epilepsy and respiratory conditions.