

Lifeways Community Care Limited

# Lifeways Community Care (Swindon)

## Inspection report

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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Is the service well-led?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

### About the service

Lifeways Community Care (Swindon) is part of a national organisation which provides care to people with special needs living in different communities. Lifeways Community Care (Swindon) manages supported living services for people living in the area of Swindon. At the time of the inspection the service was supporting 51 people. People supported by Lifeways Swindon have physical and learning disabilities, profound difficulties in communicating and can, at times, display behaviours that may challenge.

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

Risks to people's health, safety and well-being were assessed and care plans were in place to ensure risks were mitigated as much as possible. People's relatives told us their family members were safe. Staff knew how to recognise and report abuse. Medicines were managed safely. Incidents and accidents were managed effectively; lessons were learned to prevent future risks.

All staff had been trained in infection prevention and control (IPC) and the use of personal protective equipment (PPE). We observed staff followed current IPC guidance and practice throughout our visit. The service had plans in place to respond immediately and appropriately to an outbreak of infection to ensure the safety of people and staff.

Quality assurance systems were in place to assess, monitor and improve the quality and safety of the service provided. Some people's relatives told us that communication could be improved between the service management and relatives. Following our feedback the provider was going to introduce appropriate measures to improve communication between the management and relatives of people using the service.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the guidance the CQC follows to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. People lived in a service that supported them with their independence. Care was person-centred and promoted people's dignity, privacy and human rights. The culture of the service focused on the best outcomes for people. Most of people's relatives and staff praised the management team and the leadership of the service. The manager and the staff team had a good set of values focused on promoting the wellbeing of the people they supported. The ethos of the service was aimed to enable people using services to lead empowered lives.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 23 November 2018).

#### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staff not wearing appropriate PPE, poor care planning and alleged neglect. The overall rating for the service has not changed following this targeted inspection and remains good.

The CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm resulting from these concerns.

We looked at infection prevention and control measures under the Safe and the Well Led key questions. We look at this in all supported living inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

#### 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?**

Inspected not rated.

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service well-led?**

Inspected not rated.

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Lifeways Community Care (Swindon)

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on specific concerns we had about staff not wearing appropriate personal protective equipment (PPE), poor care planning and alleged neglect. As part of this inspection, we examined the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was carried out by two inspectors and an Expert by Experience. 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 14 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. The CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

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

The provider was given a 48 hours' notice because the location provides a supported living service and we needed to be sure that representatives of the management and staff would be present in the office to meet us.

#### What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We received documents relating to infection prevention control, compliments and complaints, and team meetings. We were also provided with the business continuity plan, one person's care plan and other documents concerning the management of the service. We spoke with 10 people's relatives to obtain their opinion on the quality of care provided to people. We used all of this information to plan our inspection.

#### During the inspection

We visited two supported living settings to check on the specific concerns reported to us and to ensure that national guidance regarding infection prevention control was been followed. None of the people present at out inspection was able provide us with verbal feedback. Instead, we used our observation to determine how people are supported by staff. We spoke to four members of staff and the registered manager.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found.

# 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 good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about staff not wearing appropriate PPE, poor care planning and alleged neglect. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- There was a robust safeguarding policy in place that sets out actions to take in the event of a safeguarding concern.
- People's relatives told us that people were safe using the service. One person's relative told us, "I feel they [people] are safe there and he [person] loves living there and doesn't want to come home to us!"
- Training records confirmed staff had completed safeguarding training and they were able to explain their role in safeguarding vulnerable adults. They could also tell us what they would do in the event of a safeguarding incident.

Assessing risk, safety monitoring and management

- Risk assessments were person-centred and detailed how people should be supported safely.
- Positive behavioural support plans had been completed with multidisciplinary input from health professionals. These helped staff follow strategies on how to manage behaviour that challenges and also included ways to ensure people had access to things that were important to them.
- The registered manager reviewed trends and themes identified within the service to learn from these and to implement changes to improve practice.

Staffing and recruitment

- The service was using some agency staff, however, they tried to block book the same staff to provide continuity of care. This was confirmed by regular members of staff. One of them told us, "It's better for the people here; they get to know them (agency staff) and get used to them."
- Staff told us they were able to contact a member of the management team at any time and an on-call rota was available.
- Staffing rotas reviewed confirmed that staffing levels allowed people to receive care as planned.

Using medicines safely

- Only staff who had undertaken medicine management training were responsible for the administration of medicines at the service.
- There were no gaps or omissions in administration records on any medicine administration record (MAR) sheet reviewed.

- Medicines were managed safely. People received their medicines as prescribed and regular audits were carried out to monitor for any inaccuracies.

#### Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

# 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. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about staff not wearing appropriate PPE, poor care planning and alleged neglect. We will assess all of the key question at the next comprehensive inspection of the service.

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

- Staff and most of people's relatives told us the service was well managed. However, some people's relatives told us that communication could be improved between the service management and relatives. One person's relative told us, "The staff or managers never contact me; I have to contact them." Another person's relative stated, "I do ring the manager and leave messages, but they never get back." Following our feedback the provider was going to introduce appropriate measures to improve communication between the management and relatives of people using the service.
- The registered manager and the staff we spoke with demonstrated their understanding of providing person-centred care and placed people at the centre of everything they did.

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 manager was clear about their responsibilities for reporting certain events and incidents to CQC and they understood the regulatory requirements.

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

- The manager undertook audits in a key number of areas including medicines, infection prevention control and accidents and incidents. There were systems in place to prompt supervision, training and competency checks.
- The management team were clear in their responsibilities to act on concerns raised and people told us they knew who to contact should they wish to raise an issue.

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

- Staff confirmed that regular unannounced spot checks were undertaken by members of the management team and that any issues raised were discussed at team meetings.
- Staff told us they were well supported; they said that regular team meetings were held and that they were able to raise any issues they might have.

Continuous learning and improving care; Working in partnership with others

- The registered manager was supported by site managers. Each had recognised responsibilities and there were clear lines of accountability.
- The service worked collaboratively with other agencies to ensure people received the care they needed. For example, shortly before our inspection a physiotherapist visited a service providing training to staff on how to meet a person's specific needs.