

Voyage 1 Limited

Cordwainers

Inspection report

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25 July 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 11 and 12 November 2015. A breach of legal requirements was found in relation to regulation 18 (staffing) of the Health and Social Care Act 2008 (Regulated Activities) 2014. There were insufficient numbers of staff available to meet people's assessed needs.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 25 July 2017 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 Cordwainers on our website at www.cqc.org.uk.

Cordwainers provides accommodation and personal care for up to eight people who have learning and physical disabilities. At the time of our inspection there were seven people living in the home.

The service had a registered manager. 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 focused inspection on the 25 July 2017, we found that the provider had followed their action plan which they told us would be completed by 08 March 2016 and legal requirements had been met. The provider had taken action to ensure sufficient staff were available to meet people's assessed needs.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found action had been taken to improve the safety of the service.

The provider has taken action to ensure there were sufficient staff available to meet people's assessed needs. The provider is now meeting this legal requirement.

We will review our rating for safe at the next comprehensive inspection.

Requires Improvement ●

Cordwainers

Detailed findings

Background to this inspection

We carried out this focused inspection of Cordwainers under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection of 11 and 12 November 2015 had been made.

The inspection was undertaken by one adult social care inspector. Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

During the inspection we spoke with the registered manager and two members of care staff. We spoke with one person and observed staff interactions with people in communal areas of the home. We reviewed the staffing rotas for the period 26 June to 23 July 2017. We looked at the care records of four people and the staffing dependency tool.

Is the service safe?

Our findings

At our comprehensive inspection of Cordwainers on 11 and 12 November 2015, we found there were insufficient staff deployed to meet people's dependency needs. This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At that inspection the registered manager had also identified this shortfall and had carried out dependency assessments for everyone living in the home. The registered manager had requested that local authority commissioners re-assess people's needs and at the time of the inspection they were waiting for a response.

At this inspection the registered manager told us the numbers of staff employed had been increased based on people's assessed dependency needs and increased funded hours. At our previous inspection there had been one senior worker and three care workers for the day shift (7am to 7pm), 3 care workers for the twilight shift (7pm to 9pm) and two staff on night shift (one awake and one sleeping). At this inspection the baseline staffing levels had been increased so there were three care workers on shift from 7am – 8am and four care workers from 8am until 7pm. The registered manager and team leader were additional to these numbers. Night staff had been changed to two waking staff. Subject to people's needs additional staff were also employed to support people with their activities and appointments which meant there could be five or six care staff available at times. Staffing rota's confirmed staffing levels and that additional staff were employed as described. People's dependency needs had been assessed and sufficient staff were now employed to meet people's needs.

On the day of our inspection there were three care workers out on an activity with two people and three care staff in the home with four people and the registered manager. The registered manager told us the improved staffing levels had led to positive outcomes for people. They said "People do participate in more meaningful activities and are not just restricted to the resource centre which is where they were going". We saw evidence of people participating in a variety of activities both out in the community and in the home. People's records, including photographs confirmed they had been supported to attend activities in line with their care plans.

The registered manager told us about other benefits for people resulting from the improved staffing levels. These included; staff being available to take a person to visit family who lived some distance away. A person had become more independent as a result of the increased time staff spent with them. People were provided with more emotional support and reassurance resulting in improvements in their mental health. More activities were available in the home such as arts and craft and music sessions and we saw people's art and craft work was displayed in the home. The registered manager added "Because I am able to do my role I am able to do my job properly and observe and address practice. I think the team has improved because of that. I think they have more fulfilment because the service is getting better". The registered manager told us how people were supported by the staff member of their choice as much as possible. One person told us about their 'favourite' staff member and said "If I need any help I can go to (name of staff member)."

Staff we spoke with confirmed staffing levels had improved and a staff member said "Definitely improved we now have five during the day and with the registered and deputy manager it is six or seven. We can give

more care to the ladies; there is enough staff to do what they want to do". We observed staff spending time with people individually engaged in activities and providing care as required.

Numbers of staff permanently employed had increased from six to sixteen and staff retention had been good over the period since our last inspection. There were no agency staff used by the service and the increase in employed staff had resulted in an improved consistency of care for people.

Due to one recent vacancy in the home staffing hours had been reduced. The registered manager was holding a staff meeting following our inspection to discuss the deployment of staff taking into account this reduction. The registered manager told us they were confident enough staff were employed to manage the reduction based on people's assessed needs.