

Avida Care Limited

aVida - Gloucester

Inspection report

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Ratings

Overall rating for this service

Requires Improvement



Is the service responsive?

Requires Improvement



Overall summary

We carried out an announced comprehensive inspection of this service on 8 July 2014 at aVida - Gloucester previous location. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 relating to people's care records

We undertook this focused inspection at the service's new location 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 aVida - Gloucester on our website at www.cqc.org.uk.

At this inspection we found the support and care provided was now responsive to people's care needs. The layout and detail of people's care records had been reviewed and updated. People who used the service and staff had been involved and consulted about the new format. This gave staff with sufficient information to guide them on how best to deliver care that was centred on people's needs and wishes. People had been involved in their care planning. Their risks were recorded and monitored. The new care records were now being implemented across the service.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

This service was now responsive

People's care records provided staff with details about the personal backgrounds and how they would like to be supported with their care. Monitoring charts were in place where risks to people's health and well-being had been identified.

We could not improve the ratings for responsive from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement



aVida - Gloucester

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook an announced focused inspection of aVida - Gloucester on 15 April 2015 at the service's new location. 48 hours' notice of the inspection was given because the managers are often out of the office supporting staff and meeting people who use the service. We needed to be sure that they would be in.

This inspection was undertaken to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 8 July 2014 had been made. The team inspected the service against one of the five questions we ask about services: Is the service responsive? This is because the service was not meeting some legal requirements.

Our inspection team consisted of one inspector. We spoke with two people using the service, two members of staff and the management team, including the registered manager. We reviewed the records of four people using the service.

Is the service responsive?

Our findings

At our inspection of 8 July 2014, we found some people's care records were inconsistent and did not give staff the guidance they required to support and deliver care for people.

At this inspection, we found that actions had been taken to improve the detail of people's care records which gave staff the guidance they required to support people and to meet their needs. The provider had taken a very systematic and inclusive approach to the process of reviewing and modifying people's care records to ensure they were personalised.

Initially, the provider consulted with staff regarding their understanding of personalised care and implemented training workshops to embed the principles and recording of good care practices. People who used the service were also consulted to ensure the new care records were user friendly. The provider also researched local and national research samples of exemplar care documents. There was a pilot period to use the new care records with people and staff. A working group met regularly to evaluate and amend the new documents. One staff member said "The layout of the new care and support plans is a lot better. They are a lot more informative."

People were involved in the planning for their care. The new care records were personalised and provided staff with a detailed family, social and medical history about people. Their likes, dislikes, communication and cultural needs were recorded. The new care records allowed staff to understand the diverse ethnicity of the people they cared

for. Information about people gave staff an understanding of how they wanted to be supported with their care and how they would contribute and retain or gain levels of independence in their daily activities.

A clear system was in place which highlighted those people who had specific areas of risk such as the risk of dehydration or falling. Monitoring charts were in place to record and monitor any changes in people's risks. Staff were also provided with additional information such as nutritional tips or pictorial menu cards to help support people with their nutritional needs.

Since the pilot and consultation period, the registered manager and team had implemented the new care records for approximately 10% of people who used the service. We were told that the new care records would be introduced to people at their six monthly review assessment and new people using the service. People and their relatives were positive about the service and the new care records. One person said, "The care plan is in my home. It's very good. Tells them (staff) everything they need to know about me." Another person said, "I can't fault them, the service is good."

Staff were also positive about the new care records which were being implemented. One staff member said, "They are really good. I can pick up a care plan and know exactly how I should support that person and what they like."

Whilst we saw improvements had been made in the detail of people's care records, we could not improve the rating for 'Is the service responsive?' from requires improvement because to do so requires consistent good practice overtime. We will check this during our next planned comprehensive inspection.