

## Housing 21

# Housing 21 - Winton Court (DCA)

## Inspection report

Park Lane  
Winlaton  
Blaydon on Tyne  
Tyne and Wear  
NE21 6AT  
Tel: 0370 192 4076  
Website: [www.housing21.co.uk](http://www.housing21.co.uk)

Date of inspection visit: 29 July 2014  
Date of publication: 17/12/2014

## 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 

## Overall summary

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, and to pilot a new inspection process being introduced by CQC which looks at the overall quality of the service.

This was an announced inspection carried out on 29 July 2014. We carried out this inspection at short notice because we needed to check that the registered manager, or another senior person in the service, would be available to speak with us at the time of our visit. Prior to this inspection, we last inspected the service in July 2013 and found the service was meeting all regulations inspected.

# Summary of findings

Housing 21 – Winton Court provides personal care for tenants living at Winton Court. At the time of our inspection there were 43 receiving services at Winton Court. The care people receive is regulated by the Care Quality Commission, but the accommodation is not.

A registered manager was in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider.

People told us they felt safe living at Winton Court. Staff told us they felt there were sufficient staff available to support people and people told us staff always visited them for the appropriate length of time.

We saw where required, risk assessments were done on an individual basis and personalised to the person receiving services. We saw staff managed any risks on an individual basis and did so without restricting people.

All staff had received training in safeguarding vulnerable adults. Staff told us the training was effective and had covered all the different types of abuse. The service had also set up a monthly invoicing system for the shop, hairdresser and restaurant allowing people to pay at a later date. This allowed family members to support people with their money and prevent financial abuse.

All staff we spoke to told us they received mandatory training. They said they felt supported in their role and received supervision at least every three months. We noted each staff supervision had a standard agenda so all key areas were covered with each staff member. We spoke to a staff member who had only recently joined the organisation. They told us they had attended a corporate induction and then shadowed an experienced staff member until they had been comfortable to work alone.

People who used the service told us staff treated them with respect and always helped them to maintain their

dignity. We noted when staff were going to visit people at their flats they knocked and waited for a response prior to entering. People told us they felt comfortable with all the staff members and relatives told us they felt everyone had developed really good relationships. One relative said they felt the staff were like extended family members.

People told us they were regularly asked for their views, whether that be via small questionnaires delivered through their door or face to face chats.

We noted the service organised regular events for people living at Winton Court. These varied between women's clubs, men's clubs, bingo and church service. We saw some people also went out to a local day centre.

We saw everyone at Winton Court had a copy of the service user guide. In each guide was a copy of the complaints procedure. We saw information on how to complain was also advertised on notice boards in communal areas. People told us they would be comfortable raising any concerns, however everyone said they were very happy living at Winton Court and had no complaints.

All staff we spoke to were very positive about the leadership and management at Winton Court. They told us the registered manager was approachable and a part of the bigger team. All staff we spoke to had a clear understanding of whistleblowing procedures and were confident that any concerns they raised would be addressed.

We noted the registered manager and senior staff members completed a number of weekly and monthly audits to ensure the quality of the service was maintained. We saw if any areas for improvement were identified then these were quickly actioned and noted accordingly.

# 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 safe?

The service was safe. People told us they felt safe at Winton Court. We saw staff managed any risks on an individual basis and did so without restricting people. All staff we spoke to were knowledgeable about safeguarding policies and procedures and how they would protect vulnerable people. All staff were confident they would raise any concerns to the registered manager.

People and staff told us there were enough staff available. This meant that regular rota patterns were followed and people received calls at the same time each day according to their preferences.

The registered manager told us that any Mental Capacity Assessments would be complete by the individual's social worker; however they would support the process by providing information. This meant the service was supporting external professionals and having a continuous knowledge of people's current needs.

Good



### Is the service effective?

The service was effective. Staff were trained and supported which meant they had the skills and knowledge to meet people's individual needs. Staff told us the training sessions they attended were a good learning experience.

Relatives of those people who did need support during meal times said they felt staff always supported their family member with meals and drinks and they always gave the person the choice as to what to have.

Arrangements were in place for people to access health care services when they needed them which meant their health care needs were met.

Good



### Is the service caring?

The service was caring. We observed good relationships between the staff and people who lived at Winton Court. Staff relationships were caring and compassionate and people told us staff always respected their choices and helped them to maintain their dignity.

People told us they were always asked their views on how they found the service at Winton Court. We saw this was done by a number of different methods on a regular basis.

Good



### Is the service responsive?

The service was responsive. People could choose how to spend their days and we saw that the service put on a number of activities for people to get involved in. People told us that they also did things out in the community, such as some people attended a day centre.

People told us they were confident that if they had any concerns or complaints that they could raise these and they would be dealt with quickly.

Good



### Is the service well-led?

The service was well-led. The service had a registered manager who provided effective leadership. All staff we spoke to were positive about the leadership and management and said the registered manager was a part of the team.

Good



# Summary of findings

Staff we spoke to were confident in the whistleblowing procedure and were confident any concerns raised would be acted upon.

The service had a robust quality assurance system in place and where any areas for improvements were identified these were quickly addressed.

# Housing 21 - Winton Court (DCA)

## Detailed findings

### Background to this inspection

The inspection consisted of a lead inspector 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.

Before the inspection we reviewed the information we held about the service and contacted the local authority commissioning and safeguarding team. The provider completed a Provider Information Return (PIR) and this was returned before the inspection. This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make.

We used a number of different methods to help us understand the experiences of people who use services at Winton Court. As part of the inspection we conducted a Short Observation Framework for Inspection (SOFI). SOFI is a specific way of observing care to help us understand the experience of people who could not talk with us.

We spoke to 10 people who were living at Winton Court, 11 relatives, five care staff, two senior staff members and the registered manager.

We looked at four people's care records, three recruitment files and the training matrix as well as records relating to the management of the service. We looked around the building, spent time in the communal areas and visited four people's flats (with their permission).

This report was written during the testing phase of our new approach to regulating adult social care services. After this testing phase, inspection of consent to care and treatment, restraint, and practice under the Mental Capacity Act 2005 (MCA) was moved from the key question 'Is the service safe?' to 'Is the service effective?'

The ratings for this location were awarded in October 2014. They can be directly compared with any other service we have rated since then, including in relation to consent, restraint, and the MCA under the 'Effective' section. Our written findings in relation to these topics, however, can be read in the 'Is the service safe' sections of this report.

# Is the service safe?

## Our findings

People using the service told us they felt safe living at Winton Court. To help people feel more relaxed with calling for assistance some wore emergency alert buttons on either their wrists or as a pendant, depending upon their individual choice. One person told us, “When they said about going into a home, I was nervous, but it’s lovely, I’ve got my own flat and they can be there whenever I need them.” The registered manager told us everyone who lived at Winton Court received the emergency call service as part of their package. We noted that as well as personal alerts being available, each flat had call bells placed throughout each room should they be required. This meant people could summon staff in an emergency. This helped to keep people using the service safe.

The registered manager told us there was always two care staff available, including throughout the night. We noted the service had one waking night staff on duty and one sleep over member of staff. Staff told us this was essential as if there was an emergency there was always a second person to help, or a staff member would be available to assist someone to hospital if required.

Everyone we spoke to told us the staff were always on time and they, or their relative had regular staff teams so they knew who all the staff were and felt comfortable with their support. People told us staff stayed for the appropriate and expected length of time each time they visited. The staff we spoke to told us there were enough staff employed to care for and support everyone effectively. One staff member said, “There is enough of us, we are a good team I think, we all work really well together.” Another staff member said, “The staff team are like a big happy family, we all support each other and we work well together.”

We looked at the staff rota for a four week period and noted consistent cover was always available. We saw the flats within Winton Court had been split into a number of call groups and where possible the registered manager and senior care staff tried to ensure the same staff covered the groups on a daily basis so consistency of care was offered. Staff told us the rota was available a month in advance, which meant if there were any shortfalls to fill these were complete in a timely manner.

The registered manager told us that all new starters were subject to a Disclosure and Barring Service (DBS) check as

well as two previous employer references. DBS checks are carried out to help ensure staff are suitable to work with vulnerable people. One senior member of staff told us that a senior staff member always conducts the interview with the registered manager. We saw that standard questions were available which were used at each interview which meant that interview procedures were consistent for all.

We saw, where required, risk assessments were completed on an individual basis and included information to support people without restricting them. For example, one person had a risk assessment in place for support when bathing. This included details about the equipment required to keep them safe. Following on from each risk assessment a care plan was created with step by step instructions on how best to care for the person whilst minimising any risks.

The registered manager told us people’s individual social workers complete any Mental Capacity Assessments when required. In addition staff would be able to provide input with information they had noted whilst supporting the individual. We saw a best interest decision had been completed for one person so they could manage their own medication. Staff we spoke to all had a clear understanding of the Mental Capacity Act 2005 (MCA). Where people did not have the capacity to make complex decisions, the registered manager was able to explain the process they followed to ensuring best interest meetings were held involving relatives and other health and social care professionals.

Staff members told us they had received training on ‘safeguarding’ which helped them to ensure that staff were aware how to keep people safe and protected from any form of abuse. One staff member said, “The safeguarding training was a face to face course, it covered all the different types of abuse, what to look out for and who we can contact; it’s important information for us.”

We noted the safeguarding policy was available for all staff to access in the office and a procedure had been produced to help support the staff in the step by step process. The registered manager told us the organisation also had a safeguarding and policy manager, so if the staff felt unable to raise the concerns to the senior staff or registered manager they could contact the safeguarding manager for further support. We saw that telephone numbers for the

## Is the service safe?

local safeguarding authority were also available for staff to access. Records showed that where incidents had occurred appropriate steps had been taken to safeguard people who lived at Winton Court.

At Winton Court there was a restaurant, beauty salon and a shop which was available to everyone who lived at Winton Court, as well as the local community. The registered manager told us the three facilities were all managed independently of the service and people and their families had set up an invoicing system. This meant that where people were no longer confident in dealing with their money on a day to day basis this allowed people the freedom to get any items as and when they required. They

then received a weekly or monthly invoice, which their family members supported them to pay. We spoke to one person who said they got what they wanted from the restaurant or shop whenever they needed it and their family helped them to settle a bill once a month. They told us this was best as they didn't then need to worry about money. The manager told us this system was set up for people who had lost confidence in managing their finances as they could remain independent on a daily basis without being at risk of financial abuse. We noted this process would limit the risks of financial abuse and helped to support people to maintain their independence.

# Is the service effective?

## Our findings

People told us they felt the staff had the right skills to look after them. One person said, "I think they are the nicest staff going in here, you don't get much better." Another person said, "I'm sure they must get training, they are all good at what they do, I've got no complaints." Staff told us they felt supported in their role. One staff member said, "We definitely get all the training we need, I recently became a fire marshal, the course was really interesting, we did case studies and lots of practical things." One senior carer on duty at the time of our inspection told us how they made an effort to support the staff. They said, "The staff know I'm always here, I like to know the staff are all right."

We looked at staff records and saw staff received supervision every three months. Supervision sessions are used amongst other methods to check staff progress and provide guidance. We noted when each supervision was complete; a date was scheduled for the next one. We saw each staff supervision had a standard agenda which included safeguarding, training, feedback and care worker issues. Staff told us they felt the supervisions they received were valuable. The manager told us staff received appraisals on a yearly basis. When we spoke to staff, everyone confirmed this and could remember their last appraisal. This meant staff received continuous support and had regular opportunities to discuss development and areas of concern with their manager.

All the staff we spoke with told us they felt as though they received sufficient training to perform their role effectively. One staff member said, "I love my job, Housing 21 give us really good training."

We looked at the training matrix for the service and noted that all staff received mandatory training, including moving and handling, safeguarding vulnerable adults and nutritional wellbeing. We noted staff also received additional training such as promoting positive behaviour and training in death, dying and bereavement. One staff member told us the training provided was a positive learning experience, they said, "Sometimes we do training

with other courts (other services carried on by Housing 21 in the local area), it's good as we can share best practice. Some of the courts have just opened so we can learn from the different experiences."

Staff told us the organisation had a provider wide induction for all care staff, this included three full days of corporate induction. Induction is an important process for bringing staff into an organisation and ensures they receive sufficient training and support prior to working alone. Following on from this people attended a local induction and completed a two week shadowing experience. We spoke with one staff member who had started at the service in the past year, they told us they felt supported when they first started and were confident they received all the training they required.

People told us how other health care professionals came to visit them when it was needed. Staff told us how they maintained good relationships with external professionals. One staff member said, "We have a lot of input from the district nurse, the urgent care team and we have a really good relationship with the local dentists." We were told that any referrals needed to be made throughout the local GP practice; however staff could arrange a chiropodist appointment for people if required. One staff member said, "The district nurse visits every day and the community matron visits regularly. The optician visits people every six months too. We try and support people to get any help they need."

One staff member told us the service kept a diary of people's appointments so they could support them to remember or prepare for the appointments. They told us that staff could support people to attend appointments if family were not available.

At the time of our inspection there were only a small number of people at Winton Court who required support at mealtimes however people told us staff would always help them with food or drinks if they required. One person told us they had been ill in the past and staff had supported them by making them meals and bringing them drinks, which helped until they got better. Relatives of those people who did need support said they felt staff always supported their family member with meals and drinks but they always gave the person the choice as to what to have.



# Is the service caring?

## Our findings

People using the service told us they felt well supported and cared for by the service. One person said, “They are all kind, they are brilliant.” Another person said, “If I go out at night, there is always a staff member waiting to make sure I get home okay.”

Everyone we spoke to told us staff listened to them and acted on what they said. People said their dignity was well preserved and staff always treated them with respect. One person said, “They knock on the door and ask if it’s okay to come in.” Another person said, “They put you at ease.” During our inspection we noted staff always knocked and waited before entering anyone’s individual flats. We saw people were always asked if they needed any support.

People told us they felt comfortable with all the staff and had developed good relationships with each staff member. Relatives we spoke with told us they felt the staff knew their relatives really well; they said they made the effort to get to know them and what mattered to them. One relative said, “They make sure she’s clean and her home is spotless. The staff are wonderful and they are very caring.” All of the relatives we spoke with told us they felt their relative or themselves were always involved in the care process. One relative said, “The staff are really flexible with mum, I like that it’s what she wants, when she wants it.” Another relative said, “I’m involved all the time. Staff keep me updated on how my mum is progressing.”

We spoke to two relatives who said they couldn’t speak more highly of the service offered at Winton Court. They said, “If every home had the qualities that Winton Court had then no one would have any concerns.” They told us their relative was always treated with dignity and respect and staff and the service were always reliable. They explained how staff ensured they had a good rapport with the people they supported and their family member looked upon the care staff as family.

One relative told us they felt the hairdressers facility on site provided a lifeline for some people who lived at the court and helped them to keep their dignity. They explained as their relatives health needs had increased they had struggled to do their hair as they previously had liked it. Since moving to the court they went to the hairdressers twice a week to make sure they were presented as they wanted to be.

We saw people who used the service were regularly asked to share their views and opinions. We noted throughout the communal areas there were information leaflets displayed which indicated if anything was making people unhappy or angry they could speak to anyone at the service. It was advertised that they could talk to the care staff, talk to the cleaner or talk to the court manager (registered manager). We spoke to people who lived at the court who told us they were always asked their views. One person said, “We got a leaflet the other day asking our opinion on the gardens and if we had any ideas or areas we wanted to improve. It’s nice that they do things little and often.”

# Is the service responsive?

## Our findings

People who used the service told us staff organised a number of regular events with the local council and community. For example, a group of people living at Winton Court told us that a 'ladies club' runs every Thursday and a 'gentleman's club' runs every Friday. We found both clubs were attended by people who live at Winton Court but also by members of the local community. One person said this helped them to keep in touch with people who didn't live at the Court.

The registered manager told us there was a church service at the court on the first Sunday of each month for those who were unable to attend their local church and communion was held every Wednesday morning. One staff member said, "People from the community come to some of the clubs. Some people go to a day centre as well."

One person who uses the service told us that all of the organised events helped to keep everyone from sitting alone in their flats. They said, "We play bingo two or three times a week, the staff put it on and we have an entertainer once a month, loads of us get involved. It's nice to do things here, especially for those who can't get out." Another person told us how the service was involved in a project with Equal Arts called 'Hen Power'. They said, "We had hen's, they had their own little run, I used to watch them and see what they did but others helped out with looking after them as well." Another person said, "I like the quiz games, it gets your brain moving."

We saw everyone who lived at Winton Court had a copy of the service user guide. A service user guide is a leaflet given to people when they first move to the Court, explaining all the facilities available and giving people copies of key policies and procedures. Inside of each guide was a copy of the complaints procedure and complaints form should people wish to write down any concerns they had. We noted that the form was also available in a user friendly format. Staff told us they would support people if they wanted to raise any concerns. One staff member said, "The staff are good at their job, no one is frightened to speak up if they have concerns, we would support the tenants if they wanted to raise anything as well."

The registered manager showed us the complaints log for the service. We noted that all formal complaints were investigated and a summary of any actions or learning

points were noted in the complaints records. We saw the service also recorded informal complaints and concerns. Again a form was available for these to be recorded on. Staff told us that if anyone raised anything, either formal or informal, they would record appropriately and pass the information on to the registered manager or a senior member of staff. People told us they were comfortable raising any concerns. One person said, "I can always go to the manager with any problems." Another person said, "I don't often ask for much, but when I need anything, the girls are always prompt, but no complaints."

People told us they felt listened to and were regularly asked for their opinions. The registered manager told us they completed a face to face tenant feedback survey each month. They explained the senior carer went and visited 10% of people who lived at Winton Court and asked for their views. We saw information from the surveys were collated and any learning was recorded. We noted all comments each month were positive. Comments included, "The staff are always polite and courteous", "They listen and respect your wishes" and "The support from the home manager enables me to maintain and improve my quality of life."

The registered manager told us a number of people had taken part in a pilot called 'i-spy'. We saw that people could receive messages on their TV in their in the flat from staff or the registered manager and we saw that the staff at the service could see if they had been read. In addition people's relatives and friends could download an application and send their relative a picture and messages which would be shown on their TV. The registered manager explained Winton Court was one of the first worldwide to trial the software and they had a number of people at the service who had used it effectively and shared their views back for further development. People told us the system had took a little bit of time to get used too but they had liked received the messages.

We saw that as part of the monthly survey people were asked if they knew how to contact the management, if they had any suggestions on how the service could be improved and if they had any concerns they wanted to raise. We looked at the surveys over a three month period and noted all comments were positive.

We noted that a compliments book was displayed in the communal area of the service. We saw comments were regularly documented from visiting health care

## Is the service responsive?

professionals, family members and guests using the communal services. We saw a comment written in March 2014 said, "A lovely atmosphere, very warm and welcoming, light and happy environment."

# Is the service well-led?

## Our findings

At the time of our inspection the service had a registered manager in post. They had been in post since November 2010.

During our time at Winton Court we noted there was a very relaxed atmosphere throughout the service. Staff spoke openly and cheerfully to people living at the court and some people chose to sit together in the communal areas and keep each other company. Staff told us the court was like a big family and that people supported each other and looked out for one another.

All staff members we spoke to were positive about the leadership and management of the service. Staff members told us they felt supported by the seniors and managers at the Court and could talk us through how they received updates from the wider organisation. They said they were supported in their roles through regular supervision and staff meetings as well as informally on a day to day basis. One staff member said, “The manager is part of the team, she doesn’t sit back, she’s always there for us.” Another staff member said, “Walking through the doors you can see it’s a good place, it’s clean, friendly and tidy and it has a lovely atmosphere.”

Staff we spoke to had a good understanding of whistleblowing procedures and told us they felt they could raise any concerns they had with the registered manager and were confident they would be addressed.

The registered manager told us there was a number of audits completed each month to ensure everything was working as planned and expected. This included an audit of 10 percent of the care files, medication administration records and staff medication competencies. Following each audit a summary was produced which was then analysed by a regional quality manager. We looked at the past two months audits and noted that where any areas for improvement were identified then prompt action had been taken and documented accordingly. For example, we noted on one audit an area a light being out had been noted and this was actioned the same day.

As part of the monthly audit 10 percent of people using the service were asked a short survey. People who had been a part of the survey told us that this was done face to face and they didn’t mind as it was more of a conversation. We saw the monthly audit had standard questions to cover including staff attitude, whether people felt their wishes were respected and whether they knew how to contact the service or suggest any areas for improvement. We noted all comments in the audit were positive. We saw one person said, “Staff do listen to my wishes and I’ve always found them very helpful and trusting.” Another person said, “Staff are always polite when dealing with my care and activities. I always look forward to the time spent with staff.”