

Aspiring Lives Ltd

# Aspiring Lives Ltd

## Inspection report

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Date of inspection visit:  
09 August 2019

Date of publication:  
11 September 2019

### 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 ●

# Summary of findings

## Overall summary

### About the service

Aspiring Lives is a domiciliary care agency registered to provide personal care to people who live in their own homes. The service specialises in supporting younger adults with a learning disability, autistic spectrum conditions and physical disabilities. At the time of the inspection the service was providing personal care to one person.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

### People's experience of using this service:

The person received a consistently good service that was safe and effective. The registered manager, who delivered care, was kind and caring. They knew the person they supported extremely well and had a good understanding of their personality as well as their health and social care needs.

The person, their relative and care commissioner had been fully involved in the assessment and planning of their care before they started using the service. A care plan had been developed with the person detailing their likes, dislikes, preferences and care needs.

The person and their relative were treated with kindness, dignity and respect and their privacy was protected.

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

The service applied the principles and values of Registering the Right Support and other best practice guidance. These ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence.

The outcomes for people using the service reflected the principles and values of Registering the Right Support by promoting choice and control, independence and inclusion. People's support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

The person was supported and encouraged to remain independent and do as much as possible for themselves. They were supported to pursue their hobbies and interests and take part in activities they

enjoyed.

Risks to the person had been assessed and minimised in the least restrictive way.

A complaints procedure was in place for people to follow. Although no complaints had been received there was a system in place for complaints to be recorded and responded to.

The registered had oversight of all aspects of the service and ensured people were listened to.

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

This service was registered with us on 13/08/2018 and this is the first inspection

Why we inspected

This was a planned inspection in response to the date of registration.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection 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?

The service was safe.

Details are in our Safe findings below.

Good ●

### Is the service effective?

The service was effective.

Details are in our Effective findings below.

Good ●

### Is the service caring?

The service was caring.

Details are in our Caring findings below.

Good ●

### Is the service responsive?

The service was responsive.

Details are in our Responsive findings below.

Good ●

### Is the service well-led?

The service was well-led.

Details are in our Well-Led findings below.

Good ●

# Aspiring Lives Ltd

## **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. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

#### Inspection team:

One inspector completed this inspection.

#### Service and service type:

Aspiring Lives is a domiciliary care service providing support and personal care to people in their own homes.

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:

We gave the service 48 hours' notice of the inspection visit because it is small and needed to be sure the registered manager would be in the office to support the inspection.

The inspection activity started on 9 August 2018 and concluded on the 13 August 2019.

#### What we did:

Our planning took into account information we held about the service. This included information about incidents the provider must notify us about, such as abuse; and we looked at issues raised in complaints and how the service responded to them. We contacted the commissioner of one persons care to request some feedback on the service. We used all this information to plan our inspection.

During the inspection, we spoke with one persons relative and the registered manager. We looked at one person's care records and a selection of other records including policies, procedures, daily records and the

recruitment and personnel file for a member of staff that was due to start working at the service.

# Is the service safe?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm

Systems and processes to safeguard people from the risk of abuse

- Systems and processes protected people from the risk of avoidable harm. The registered manager understood how to report any concerns they may have to relevant professionals and worked in line with the local authority safeguarding policy and procedures.
- The provider had a whistleblowing policy and the registered manager gave assurances that any concerns raised would be taken seriously.

Assessing risk, safety monitoring and management

- Risks to the health and safety of the person and staff supporting them had been assessed and mitigated. Care records provided clear information around identified risks in order for staff to keep the person safe from avoidable harm.
- A relative and care commissioner told us the safety of the person supported was maintained.
- The registered manager had a good understanding of how to meet the needs of the person they supported and of how to keep them safe. The relative of the person supported told us that when their loved one displayed distressed behaviours the registered manager was able to deescalate the situation "Think on their feet and adapt."

Staffing and recruitment.

- A new member of staff had been recruited and was due to start working at the service soon. Safe recruitment practices had been used to ensure that the staff member was suited to working with vulnerable people and appropriate checks completed before they started work.
- A relative confirmed the registered manager arrived on time and stayed for the full duration of the call.
- The registered manager and relative of the person supported told us they would work together to arrange for calls to be covered in case of an emergency.

Using medicines safely

- The service was not supporting anyone with their medicines but there were policies and procedures in place for staff to follow should the need arise.

Preventing and controlling infection

- The registered manager and prospective staff had access to protective personal equipment (PPE) such as gloves and aprons.
- The registered manager had a good understanding of infection control.

## Learning lessons when things go wrong

- There were systems in place for the recording and monitoring of accidents and incidents that occurred. The registered manager had overview of these, so they could monitor them for themes and trends.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- The person supported, their relative, commissioners and other health and social care professionals had been fully involved in the assessment and planning of the person's care before they started using the service. A relative told us the assessment process was very thorough and covered all aspects of their loved one's life.
- A commissioner and relative confirmed that the care of the person supported was delivered in line with the person's preferences and assessed needs.

Staff support: induction, training, skills and experience

- The registered manager had received the training and held the qualifications they needed to deliver safe effective care and meet the person's individual needs.
- There were processes in place for new staff to complete an induction which included shadowing the registered manager and working under the guidance of a relative before working unsupervised. The relative of the person supported confirmed this.
- The relative of the person supported felt the registered manager was skilled and delivered care safely and effectively.
- The registered manager explained new staff would have the opportunity to discuss their training and development needs with them and that any new staff would have an annual appraisal of their performance.

Supporting people to eat and drink enough to maintain a balanced diet

- The person supported received the help they needed to prepare food and drink in line with their personal preferences and dietary needs.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The registered manager worked in collaboration with the relative, care commissioner and healthcare professionals involved in the care of the person supported.
- A relative confirmed they had daily contact with the registered manager.
- The care plan of the person supported included guidance provided by health and social care professionals such as physiotherapists.
- A care commissioner told us the registered manager used 'a holistic' approach which had had a 'positive effect' on the person supported and their relative.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA.

When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA.

- At the time of our inspection no one receiving support was subject to any restrictions under Court of Protection.
- The registered manager had a good understanding of the need to gain lawful consent.

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; equality and diversity: Respecting and promoting people's privacy, dignity and independence

- A relative and a commissioner confirmed the person supported was treated with dignity and respect by the registered manager.
- A relative confirmed that their loved one felt comfortable with the registered manager who had a good understanding of their needs.
- The person supported and their relative had shared information about their life history, likes, dislikes and preferences. The registered manager had incorporated this information into the person's care plan and used it to help them get to know the person and engage with them in meaningful ways.
- The registered manager treated people with dignity and respect whilst providing care and support.
- The right to privacy and confidentiality of the person supported was respected.
- The person supported had choice and control over their day to day life and was supported to maintain their independence wherever possible.
- The person was encouraged to maintain and develop their independence. Their care plan provided detailed and clear guidance on what the person could do for themselves.

Supporting people to express their views and be involved in making decisions about their care

- The relative of the person supported confirmed the person was involved in making decisions about their care and were confident in expressing their views about the support provided. They commented "We all helped to formulate the care plan. Everyone has to have input into it."
- People and their relatives were fully involved in selecting the suitability of staff that would provide support.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- The individual care needs of the person supported had been identified. Their care plan was detailed and had been developed with the involvement of the person and their relative.
- The care plan was person centred; took account the person's likes, dislikes, wishes and preferences about their daily routines. They provided all the guidance staff needed to support the person effectively and respond to their needs.
- Daily records were completed at each visit to ensure that any concerns or identified changes were detailed. A verbal handover was also given to the relative of the person supported.
- The registered manager knew the daily routines and preferences of the person they supported extremely well. The relative of the person supported confirmed the service was responsive to their loved one's needs and was "Very fluid".
- The person supported received the help they needed to participate in their hobbies and interests and to try new things.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The registered manager had a good understanding of the communication needs of the person they supported. There was a care plan in place to provide staff with the guidance they needed to communicate effectively with the person.

Improving care quality in response to complaints or concerns

- There were systems in place for people, their relatives and other professionals involved in people's care to provide feedback about their experience of the service.
- The person supported and their relative shared their views about the care they received on a day to day basis.
- People and their relatives were given information about how to make a complaint. The relative of the person supported was confident that any complaints they made would be listened to and acted on in an open and transparent way.
- No complaints had been made but there were systems in place for complaints to be investigated and responded to.

End of life care and support

- Nobody using the service at the time of the inspection was receiving end of life care. However the registered manager confirmed they would contact the relevant health care professionals should they be requested to support a person at the end of their life.

# 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.

This is the first inspection for this newly registered service. This key question has been rated 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

- At the time of the inspection the registered manager was running the service on their own. They were clear about their role and responsibilities and they had a good understanding of regulatory requirements.
- The relative and care commissioner of the person supported had confidence in and regular contact with the registered manager.
- The care commissioner for the person supported wrote to us and commented, 'As a care provider I would recommend them to my colleagues due to their high level of commitment in providing a high standard of care to the vulnerable young people that we support.'

Planning and promoting person-centred, high-quality care and support; and how the provider understands and acts on duty of candour responsibility; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The relative of the person supported told us they had confidence in the registered manager and felt they were "Very communicative" and was "Ready for any eventuality."
- The registered manager promoted a culture of honesty and openness at all times including when things went wrong. A relative confirmed this and told us the registered manager was "Very approachable, open and extremely honest."
- There was a strong emphasis on providing high quality, consistent care that put the needs wishes and preferences of the person first.
- The registered manager promoted an inclusive culture and engaged with the person they supported, their relative, and care commissioners on a regular and on-going basis.
- A care commissioner who wrote to us told us the registered manager had kept them informed of any significant matters and had updated them on the progress of the support package.

Continuous learning and improving care

- The care records and daily notes were reviewed and updated in partnership with the person supported and their relative on a regular basis.
- The registered manager had good knowledge and understanding of the importance of using quality assurance systems to continually monitor and improve the service provided.
- The registered manager told us they would work alongside new staff and complete spot check observations on them to ensure they were delivering the right care to people.

