

St Anne's Community Services

St Anne's Community Services - Greenacres

Inspection report

62 Harrogate Road
Ripon
North Yorkshire
HG4 1SZ

Tel: 01765606151
Website: www.st-annes.org.uk

Date of inspection visit:
16 November 2023
20 November 2023

Date of publication:
11 December 2023

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

St Anne's Community Services - Greenacres is a residential care home providing accommodation and personal care for up to 5 people with a learning disability and autistic people. At the time of the inspection there were 3 people using the service.

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

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

Right Support: Staff were recruited safely and there were sufficient staff deployed to provide people with personalised care that responded to their individual needs and choices.

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 this practice. Staff knew how people communicated their needs and choices.

Right Care: People's individuality was respected and promoted. Staff and the registered manager knew people really well and focussed on ensuring people were treated as individuals and received the care and support they wanted.

People's needs were assessed, and clear support plans and risk assessments were in place to guide staff. Medicines were managed safely.

Right Culture: Everyone was positive about the registered manager and the way the home was managed. There was a positive person-centred culture at the home. Staff provided person-centred care that achieved good outcomes for people. People and their relatives told us they were listened too, and were positive about the registered manager, staff and the support and care. Staff were very positive about working for the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 11 October 2018).

Why we inspected

This inspection was prompted by the time since our last inspection. For those key questions not inspected,

we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained good.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St Anne's Community Services - Greenacres on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

St Anne's Community Services - Greenacres

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. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection team consisted of 2 inspectors.

Service and service type

St Anne's Community Services – Greenacres is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. St Anne's Community Services – Greenacres is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations. At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was announced. We gave a short period of notice of the inspection. This was because the service is small and people are often out and we wanted to be sure there would be people at home to speak with us. Inspection activity started on 16 November 2023 and ended on 21 November 2023. We visited the

service on 16 and 20 November 2023.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 3 people who lived at the home and 3 relatives. We also spoke with 6 staff, including support workers, the quality improvement lead and the registered manager. We reviewed a range of records, including 2 people's care records, staff recruitment files, records relating to medicines, training and supervision, accidents and incidents, safeguarding logs, policies and procedures, and a variety of records relating to the management of the service, including audits and governance records.

Is the service safe?

Our findings

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

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and avoidable harm.
- Staff had received training in safeguarding people from abuse and were aware of their responsibilities. They were confident if they raised any concerns they would be dealt with promptly and appropriately. Staff said of people who lived at the home, "We look out for them, we make sure all their needs are met and they know if they have any problems they can come and speak to us about it."
- People told us they felt safe living at the home and liked the staff who supported them.

Assessing risk, safety monitoring and management

- Risks to individuals were identified and well managed. Staff took action to mitigate any identified risks.
- People's needs were assessed, and clear support plans and risk assessments were in place to guide staff. Records were person centred, respectful and gave good detail of what was important to and for the person. Records were reviewed regularly and updated if people's needs changed.
- All required health and safety checks were in place.

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 MCA 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 Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- The service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty.
- Best interest decisions had been completed where needed.
- Where required relatives told us they were involved in decisions about people's care and support.

Staffing and recruitment

- The provider operated safe recruitment processes. All required checks had been undertaken prior to new staff commencing employment.
- There were sufficient staff deployed to meet people's needs

- Throughout our inspection we observed staff supporting people in a calm, caring, friendly and unrushed way. Staff told us they were able to provide people with the care and support they needed. A staff member said, "We have time to spend with people."

Using medicines safely

- People were supported to receive their medicines safely.
- Medicines records were complete, and medicines were stored and administered safely
- Relatives told us people always received their medicines as required. One said, "Staff know (persons) medication needs well."

Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and control practices.
- The home was clean, and systems were in place for infection prevention and control.

Visiting in care homes

- People were able to receive visitors without restrictions.
- Relatives told us they were made to feel very welcome. One relative said, "There are no restrictions."

Learning lessons when things go wrong

- A system was in place to review all incidents and identify any changes that could be made to reduce the likelihood of a reoccurrence.
- The registered manager reviewed any incidents to see if lessons could be learned.

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 our last inspection we rated this key question good. The rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- There was a positive person-centred culture at the home. The provider had systems to provide person-centred care that achieved good outcomes for people.
- People and their relatives were positive about the registered manager, staff and the support they received. A relative said, "I can't fault Greenacres at all. They look after (person) so well, care about (person) and are aware of (person's) needs. They care about the clients. I am happy with everything."
- Staff told us they enjoyed working at the home. They were very positive about the people who lived there. They said, "It is like my second home, it feels like family to me. Clients can talk to me about everything and we engage on a meaningful and personal level" and "I like it here and I like my job."

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

- The service was well managed. There was a range of detailed quality monitoring, auditing and oversight to drive improvements in service delivery.
- Staff were very positive about working for the service and the support they received from the registered manager. Staff said, "If I have any problems at home or at work, I can talk to (Registered manager) about anything. She goes above and beyond", "(Registered manager) is a good manager and approachable, she does listen and gives advice. She is proactive in sorting things" and "(Registered manager) is brilliant."
- Relatives told us the service was well managed. One said, "(The home) is really well run and organised and with it being a small service (person) has lots of personal attention."

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

- People and staff were involved in the running of the service. People's individuality was respected and promoted. Staff and the registered manager knew people really well. They focused on ensuring people were treated as individuals and received the care and support they wanted.
- Staff said they were listened to and felt comfortable suggesting new ways of doing things for people who lived at the home. Staff said, "I feel listened to and valued in my role and have a part to play in everything which is how I like it."
- Relatives told us they could contact the home at any time and found the registered manager approachable. One said, "Yes absolutely 100%. I have spoken out of hours and (registered manager) is available anytime, you can send a text and get a reply every time no matter what time of day."

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; Continuous learning and improving care; Working in partnership with others

- The registered manager and the provider understood and acted on the duty of candour.
- Statutory notifications are reports of certain changes, events and incidents that the registered providers must notify us about that affect their service or the people who use it. The provider had notified CQC as required.
- Systems were in place to protect people in the event of an emergency. Contingency plans gave information to staff on action to take for events that could disrupt the service.
- Policies and procedures were available to guide staff on what was expected of them in their roles.
- There was a service user guide and statement of purpose to inform people what they could expect from staff and living at the home.
- The registered manager and staff at the home worked well with other organisations and actively sought support where it was needed.