

Living Ambitions Limited

Living Ambitions Limited - 32 Ringstead Road

Inspection report

32 Ringstead Road
Sutton
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Date of inspection visit:
19 January 2016

Date of publication:
22 February 2016

Ratings

Overall rating for this service

Good ●

Is the service effective?

Requires Improvement ●

Summary of findings

Overall summary

The last inspection of this service was carried out on 17 July 2015 when we found the provider was in breach of the regulations. This was because the provider had failed to ensure all staff were suitably trained and supported by their line managers to carry out the duties and tasks they were employed to perform.

After the unannounced inspection we undertook in July 2015, the provider wrote to us to say what they would do to meet legal requirements in relation to this breach in respect of staff training and support. We carried out this focused inspection on 19 January 2016, to follow up the action the provider had stated in their action plan they had taken to meet legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Living Ambition Limited - 32 Ringstead Road' on our website at www.cqc.org.uk.

32 Ringstead Road is a home that can provide accommodation for up to six adults with personal care and support needs. The home specialises in supporting older people living with a learning disability, autistic spectrum disorder or Down's syndrome. There were six people using the service at the time of our inspection.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

During our focused inspection, we found that the provider had followed their action plan, which they had said would be completed by December 2015. We saw legal requirements had been met because the provider had improved its arrangements for training and supporting staff who worked at the home. This meant staff were appropriately trained and supported to effectively carry out the duties and tasks they were employed to perform.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

We found that appropriate action had been taken by the provider to improve the services effectiveness.

The provider ensured staff were appropriately trained and supported by the homes management team to effectively carry out the duties they were employed to perform. This meant staff had the right mix of knowledge and skills to meet the needs of the people they supported. The provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require a longer term track record of consistent good practice in relation to the on-going training and support staff received.

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

Requires Improvement ●

Living Ambitions Limited - 32 Ringstead Road

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 checked 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.

This unannounced focused inspection was undertaken by a single inspector on 19 January 2016. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection in July 2015 had been made. We inspected the service against one of the five questions we ask about services: Is the service effective?

Before our inspection we reviewed the information we held about the service, this included the provider's improvement plan we asked them to send us, which set out the action they would take to meet legal requirements.

During our inspection we spoke with all six people who lived at 32 Ringstead Road, the registered manager, the deputy manager and two care workers. We observed care and support being delivered in communal areas. We also looked at various records that related to staff and the overall management of the service, which included six staff files.

Is the service effective?

Our findings

At our comprehensive inspection of this service in July 2015 we found the provider was in breach of the regulations. This was because they had failed to ensure all staff were appropriately trained and supported. Specifically, not all staff had received up to date training on some key aspects of their role or had enough opportunities to regularly attend individual and group meetings with their line manager and fellow co-workers. This meant people using the service might be at risk of not having their needs fully met by suitably skilled and supported staff.

At this focused inspection we found the provider had taken appropriate steps to follow their written action plan and address the staff training and support issues described above. We found the provider now managed staff training and support effectively.

People received care and support from staff who were appropriately trained. People told us staff were good at their jobs and knew what they were doing. One person said, "They [staff] are good and look after us". Records showed us most staff had received up to date training in key aspects of their role. This included learning disability awareness, safeguarding adults, moving and handling, infection prevention and control, first aid, food hygiene, the safe management of medicines, understanding mental capacity, and epilepsy and fire safety. Staff spoke positively about the training they had received. One member of staff told us, "The training we receive here is very good and there's lots of it."

The registered manager told us they were in the process of developing a new training programme for the home staff team and that they had arranged to meet the provider's new training manager to discuss the training needs of their staff team next month. The registered manager acknowledged their staff team would benefit from refresher training in some key aspects of their existing knowledge and skills, such as understanding dementia, end of life care and equality and diversity. Progress made by the provider to achieve this aim will be assessed at the services next inspection.

Staff had enough opportunities to review and develop their working practices. Records indicated staff regularly attended individual supervision sessions with their line manager and had group meetings with their co-workers at least once a quarter. Staff told us they felt supported by the homes management team and had regular opportunities to discuss their learning and development needs and any work related issues or concerns they might have. One member of staff said, "I feel the managers are very approachable and give us all the support we need." The registered manager told us they planned to appraise the overall work performance of staff within the next three months. Progress made by the provider to achieve this aim will be assessed at the services next inspection.