

HF Trust Limited

Rowde

Inspection report

Furlong Close
Rowde
Devizes
Wiltshire
SN10 2TQ

Tel: 01380725455

Date of inspection visit:
07 March 2017

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13 April 2017

Ratings

Overall rating for this service	Good ●
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Is the service responsive?	Good ●
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Summary of findings

Overall summary

Rowde offers personal care and accommodation for up to 37 people with learning disabilities and associated health needs. People who use the service reside in bungalows on a central site. On the day of our inspection we visited four bungalows. The service is run by HF Trust Limited which is a national charity providing services for people with learning disabilities.

We previously carried out an unannounced comprehensive inspection of this service on 16 February 2016. A breach of legal requirements was found. The service was rated Good overall and Requires Improvement in the 'Responsive' domain. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach of Regulation 9 of the Health and Social Care Act Regulated Activities Regulations 2014, Person Centred Care.

We undertook this focused inspection 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 Rowde on our website at www.cqc.org.uk. We found on this inspection the provider had taken all the steps to make the necessary improvements.

Whilst there was a registered manager in post they were unable to be present during our inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Care records showed how people were involved in developing their care and support plans. Care plans were personalised and detailed daily routines specific to each person. Care plans contained information about the person's preferences, likes, dislikes and what was important to them. Staff were knowledgeable about people's care and support needs and acted in accordance with the guidance in their care plans.

People had a range of activities they could be involved in. People were able to choose which activities they took part in at their home or in the wider community. People accessed activities such as arts and crafts, cooking sessions, skittles, visits to the local pub and shops and social clubs within the community. The organisation had a day centre which provided activities which people could attend if they so wished. People were supported to maintain contact with family and friends.

Procedures were in place for the registered manager to monitor, investigate and respond to complaints in an effective way. Regular meetings took place where people using the service could provide feedback and make suggestions about the service they received.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

Good ●

This service was responsive.

We found that action had been taken to improve the responsiveness of the service.

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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 unannounced focused inspection at Rowde on 07 March 2017. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our 16 February 2016 inspection 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 previously not meeting some legal requirements. This inspection was carried out by one inspector.

Before the inspection we reviewed all the information we held about the service, we looked at previous inspection reports and any notifications received by the Care Quality Commission. A notification is information about important events, which the provider is required to tell us about by law. We reviewed the Provider Information Return (PIR). 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 reviewed the provider's action plan, which set out the action they would take to meet legal requirements.

We spoke with 11 people who used the service. We reviewed a range of records which included four people's care plans and the associated risk assessments and guidance. We viewed plans to ensure people had access to a range of activities. We looked at information about how people's views were sought and complaints could be raised. During our inspection we observed the interactions between people using the service and staff. We spoke with 10 staff.

Is the service responsive?

Our findings

At the last inspection we found that guidance in people's Essential Lifestyle Plans (ELP) was not always updated on how care and support should be provided when people's needs change. This was a breach of Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Therefore the Responsive domain was given a rating of 'Requires Improvement'. We found that action had been taken to improve the responsiveness of the service. At this inspection improvements had been made and plans were up to date and regularly reviewed.

People had ELP in place which provided comprehensive, detailed information about people including their personal history, individual preferences, interests and aspirations. They were centred on the person to ensure people received the correct care and support. For example, they included details of people's daily routines, preferences, likes and dislikes. This meant staff were able to support people in the way they wanted or needed to be supported to maintain their health and well-being. Information within people's plans was reviewed at regular intervals throughout the year depending on their needs. There was evidence people were involved in developing their care plans. For example, where people were able they had signed to say they agreed with the contents of their ELP. One person told us "I have a folder. I have a meeting with my keyworker once a month and we talk about what I like to do. I can change things if I want".

People's ELPs contained details informing staff of when people displayed particular behaviour, what may have triggered this behaviour and how staff should respond. This ensured the person received a consistent approach from the staff team with their support. Plans included people's health conditions and how to meet their health needs. Where a person's health had changed it was evident staff worked with other professionals to review their care needs. For example, for one person whose health needs had changed the service were working closely with other health and social care professionals to regularly review their care needs to ensure they were supporting the person appropriately.

People's ELPs described how they were to be supported to maintain their independence. People's personal care plan described what they could do for themselves and what tasks or activities they required support with. People were supported by staff to be independent where possible. One staff member explained "People are encouraged to help keep their home clean and tidy. We meet each week to discuss the cleaning rota and for people to choose the tasks they would like to do". During our visit we observed people completing household tasks either independently or with staff support. One person told us "I like cooking. We all take it in turns". Another person said "I do my washing in here" as they showed us the laundry and "I like doing the hoovering".

There was a section of the plan called 'About Me' which included information on what was important in the person's life. For example in one person's care plan it recorded that their support staff were very important to them and they liked to know what was happening each day. In another person's care plan it recorded they liked to watch Leeds United and have a beer. This section also documented people that were important to the person such as relatives and friends.

People had a range of activities they could be involved in. People had access to social activities, education and work opportunities. Each home had a list of activities people could access during the week. This included social events such as bingo, book club, church and visits to the local pub. The organisation had day services on site which provided a variety of educational courses which people could attend if they so wished. These included cookery courses, supporting people to manage their finances, gardening courses, music and arts and crafts. One person told us about their employment at a local ice cream parlour. They told us they "Enjoyed" their work as they got to "Serve people" and wear a uniform. They also told us "I get my wages".

There was a clear complaints procedure in place. Individuals were encouraged to make complaints using the 'Making Things Better' form which was in an accessible format. There were pictures people could tick to explain how they felt and what actions they wanted to happen. People's views on the care and support they received were sought. People attended weekly house meetings where they could discuss activities they wished to take part in, plan the menu for the week and discuss any suggestions or concerns they wished to raise. HF Trust had developed a 'Voices to be Heard' forum which gave people the opportunity to be involved in the development of the service. People living at Rowde had raised concerns about the speed of cars accessing the site. As a result of raising their concerns speed bumps had been installed.