

London Borough of Croydon

Heatherway Resource Centre

Inspection report

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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

Heatherway Resource Centre is owned and managed by the London Borough of Croydon and provides short term respite care for people who have a learning disability. Heatherway Resource Centre can offer respite accommodation, care and support for up to five people at any one time.

A strategic review of the service was on-going at the time of this inspection with carers, people using the service and staff awaiting a decision about its future.

At the last inspection in February 2015, the service was rated Good.

At this inspection we found the service remained Good.

The service demonstrated they continued to meet the regulations and fundamental standards.

The majority of carers were positive about the service provided and were clearly worried about its possible closure following the strategic review.

People using the service at Heatherway received care and support from a consistent group of staff who knew them well and understood their needs and preferences. Each person had an individualised care profile to make sure they received the support they required. Assessments completed by the service identified any risks to each person and helped to promote their safety.

People were supported to have their health needs met. We saw that people's prescribed medicines were being stored securely and managed safely during their respite stay.

The staff attended regular training which gave them the knowledge and skills to support people effectively. People were supported to have choice and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.

Carers felt able to speak to the registered manager or other staff to raise any issues or concerns and were confident that these would be acted upon.

An experienced registered manager was in post who knew the service and the people living there very well. There were systems in place to help ensure the safety and quality of the service provided.

Further information is in the detailed findings below

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 remains Good

Is the service effective?

Good ●

The service remains Good

Is the service caring?

Good ●

The service remains Good

Is the service responsive?

Good ●

The service remains Good

Is the service well-led?

Good ●

The service remains Good

Heatherway Resource Centre

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 comprehensive inspection took place on 8 February 2017. The inspection was announced and carried out by one inspector. We gave the service notice of our inspection as we needed to be sure the registered manager would be available during our visit.

During our visit we spoke with the registered manager and three members of staff. We observed care and support in communal areas and looked at the care records for two people. We also looked at records that related to how the service was managed.

We spoke with eight carers of people using the service by telephone following our visit.

Is the service safe?

Our findings

The majority of carers told us that their relative liked going to Heatherway and said they had confidence in the staff to keep people safe. One carer told us, "We are very happy, my relative is so happy there, they look forward to going." Another carer said, "It is excellent, I cannot fault it." A third carer commented, "It's a good place for my relative to go."

Records confirmed that staff received training in safeguarding adults and knew how to recognise abuse. Staff told us they were confident that any concerns raised would be taken seriously and acted upon to make sure people were kept safe. There were systems to make sure that any money handled by staff was managed properly with full records kept.

We saw up to date assessments identified any risks to each person using the service. For example, looking at areas such as the home environment and people's specific health needs.

The staffing levels for the service reflected the needs of people staying at any one time and staff told us that there were enough people on duty each day. Dates were allocated in advance for people with either high or moderate support needs with the numbers of staff on duty changing according to people's assessed needs. Low staff turnover meant that people received consistent care and support with some staff having worked at Heatherway for many years.

The arrangements for the management of people's medicines during their stay were safe. Carers told us that staff contacted them in the week before any planned stay to check the medicines the person was taking. We saw medicines were kept safely and securely in a locked cabinet in the office. Medicines administration records (MAR) were kept by staff that were accurate and up to date. We saw these were checked regularly.

The house was clean and well maintained when we visited and there were appropriate infection control procedures. The staff carried out regular checks on the safety of the environment. Regular checks took place, for example, of the fire alarms and hot water temperatures.

Is the service effective?

Our findings

Carers spoke about the importance and effectiveness of the respite service provided at Heatherway and were obviously worried about its possible closure. One carer said, "We are very worried about the future, my relative always looks forward to going." Another carer commented, "We are very happy with the service, we are upset about them possibly closing it. My relative does not like change." A third carer commented, "My relative loved it at Heatherway, she loved going there."

We saw a consistent team of appropriately trained staff worked at the service. Any vacant shifts were covered by agency staff who worked at the service regularly. Staff told us they had opportunities for on-going training and there was a system to make sure they received relevant mandatory training and this was kept up to date. Records showed that staff had undertaken training across a number of areas including safeguarding adults, food hygiene, fire safety and medicines. Staff confirmed they were supported by the registered manager and other senior staff through formal one to one supervision meetings and more informal day to day contact given the small size of the service.

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. The application procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS).

The registered manager was awaiting further guidance from the local authority regarding DoLS applications for authorisation where people's liberty was restricted when they stayed at the service. Staff had completed MCA and DoLS training that helped them to understand issues around capacity and support people effectively. Staff understood the need to offer people choice and to work in people's best interests if they were unable to make some decisions for themselves.

People's nutritional needs were being met. We saw information about each person's support needs around eating and drinking were recorded in their care profile. Menus were drawn up on a weekly basis based on the known dietary preferences of people who were going to be using the service. We observed staff supporting people to have a snack on return from their day placement.

Staff were responsible for ensuring people's health needs were met whilst they stayed at Heatherway Resource Centre. Each person's individual health needs were assessed before they first came to use the service and the contact details for healthcare professionals such as their GP were recorded.

Bedrooms and communal areas were set up for each person's needs and preferences during their stay. For example, alternative curtains and bedding had been provided for one person during our visit.

Is the service caring?

Our findings

The majority of carers told us their relative liked staying at Heatherway and the staff were kind and caring towards them. A carer told us, "The staff are excellent, you could not wish for nicer staff." Another carer said, "It's a lovely place, they have excellent staff." A third carer commented, "My relative comes home and often wants to go straight back again."

One staff member told us, "The care is over and above, I would recommend it to others." Other staff said, "It's a brilliant service for the clients and carers, They get something out of it, they are here with their peers" and "Our first priority is the clients, we make sure they are comfortable."

Observed interactions between staff and people using the service were positive. Many people had been using the service at Heatherway for an extended period and were supported by a consistent group of staff they knew well. The registered manager and staff were familiar with the needs and preferred daily routines of people using the service. There was a relaxed atmosphere in the service when we visited.

Profiles gave information about what people were like, their strengths, the things that were important to them and each gave good information about how people liked to be supported. For example, 'I like cold drinks and milk shakes' and 'I sit at the back of the dining room table with back to the windows'.

We saw information about people was stored in the office securely and confidentially.

Is the service responsive?

Our findings

The majority of carers spoken with were happy with the support provided by the staff working at Heatherway. One carer told us, "My relative loves the staff there, they get on well with them." Another carer said, "The staff are all perfectly good." A third carer commented, "The staff are very helpful." Most carers told us that the service supported their relatives to engage in activities and to go out if staying over the weekend. Two carers felt the service could improve the activities available to people using the service.

Care profiles were kept under review and updated as required. Each profile addressed people's abilities, routines and personal preferences. Information was shared by staff through daily notes, verbal handovers and team meetings. A 'client documentation reading list' in each profile ensured that each staff member was familiar with the person's support needs. Daily notes were also completed for each person including their personal care, health and daily activities.

The service had a procedure in place to manage any concerns or complaints which was accessible to people using the service, their carers and other involved stakeholders. This set out the process which would be followed by the provider and included contact details of the provider and the Care Quality Commission. Carers told us they felt able to talk to a member of staff or the registered manager if they had a concern or complaint. One carer told us, "The manager is always available to sort things out."

Client exit questionnaires and carers surveys were given out following each person's respite stay. Recent comments made by people using the service included "I like being here with friends and having a happy time" and "I love coming." Carers comments included, "You are all caring and kind", "It is a very good and essential service with a very good manageress and staff" and "You have saved the day, we could not have coped without you." We saw the surveys and questionnaires were monitored by the registered manager.

Is the service well-led?

Our findings

An experienced registered manager was in post and carers spoke positively about their leadership of the service. One carer told us, "She's very nice, she gets on well with everyone." Another carers commented, "She is very helpful." The majority of carers said their relatives enjoyed going to stay at Heatherway and felt their needs were met by the service.

Carers told us the service was well organised and communication with the staff team was good. One carer said, "They always keep in touch" and another carer said, "They ring us up about bookings and keep in touch."

Staff were confident about the quality of care provided and felt supported by the registered manager. They said that the registered manager was available and they could talk to her if they needed to. One staff member said, "She is a very hands-on manager and dedicated to this place." Another staff member commented, "We have got a brilliant manager who does their utmost."

Regular staff meetings were held that enabled staff to discuss issues and keep up to date with current practice. Minutes seen included discussion around areas such as .the menus, safeguarding and confidentiality.

Regular quality checks were carried out looking at areas such as the environment, medicines and care records. Monthly monitoring visits were conducted each month by a senior manager. The local authority carried out quality checks of the service in July 2016 and found the service to be fully meeting the standards they assessed.