

R Cadman

Your Life Your Home

Inspection report

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Ash
Canterbury
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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Your Life Your Home is a domiciliary care agency. It provides personal care to people with a learning disability living in their own homes and flats. People's care and housing are provided under separate contractual agreements. At the time of the inspection 13 people were being supported. Not everyone who used the service received personal care. The Care Quality Commission (CQC) only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

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

People did not have individual environmental risk assessments to ensure they, and the staff supporting them were safe from harm. When people lived with health conditions, such as epilepsy, their home environment had not been risk assessed to ensure they remained as safe as possible.

Staff reported any maintenance concerns, where these had been identified, such as things needing repairing or redecorating, to the registered manager or maintenance staff and action was taken to complete the necessary work.

Staff knew who to contact in the case of an emergency, such as a problem with gas, electricity or water supplies.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

This was a targeted inspection that considered environmental risks. Based on our inspection of environmental risks we found:

Right support

- Model of care and setting did not always maximises people's choice, control and independence

Risks within people's individual homes had not been assessed and discussed with people to see what action was needed to keep them safe. This meant people were not always empowered to make day to day choices or supported to take control of their lives.

Right care

- Care was not always person-centred and did not always promote people's dignity, privacy and human rights

Environmental risks were not assessed to identify and mitigate potential risks. This meant support was not always centred on the individual. Information was provided to people in a format they could understand.

Right culture

- Ethos, values, attitudes and behaviours of leaders and care staff did not ensure people using services lead confident, inclusive and empowered lives
- Systems and processes to assess and mitigate potential environmental risks were not in place.

People were not always 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 did not consistently support this practice.

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

Rating at last inspection and update

The last rating at the inspection on 10 August 2021 was Requires Improvement. There were breaches of Regulations 12, 17 and 19 of the Health and Social Care Act. At the last inspection on 7 September 2021 the service was inspected but was not rated because we only looked at the breach of Regulation 12. At this inspection we identified a breach of Regulation 12 and a continued breach of Regulation 17. We will follow up on the breaches of Regulation in line with our re-inspection programme.

Why we inspected

The inspection was prompted in part by notification of a specific incident, following which a person using the service sustained a serious injury. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated concerns about the management of falls from a height. This inspection examined those risks.

We have found evidence that the provider needs to make improvements. Please see the Safe and Well-Led sections of this report. You can see what action we have asked the provider to take at the end of this full report.

Follow up

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

At our last inspection we rated this key question Requires Improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question Requires Improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Your Life Your Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection in relation to a notification of a specific incident, following which a person using the service sustained a serious injury. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

Inspection team

The inspection was carried out by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own flats. This service provides care and support to people living in two 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. The Care Quality Commission (CQC) does not regulate premises used for supported living; this inspection looked at people's personal care and support.

The service had a manager registered with CQC. 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

This inspection was unannounced. Inspection activity started and ended on 3 November 2021 when we visited the office location.

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 and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with five staff and an external consultant. We spoke with the provider and registered manager by telephone.

We reviewed a range of records. This included environmental checks and audits.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at the provider's business continuity plan.

Is the service safe?

Our findings

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

At the inspection on 10 August 2021 this key question was rated as Requires Improvement. At the last inspection on 7 September 2021 this key question was not rated because we only looked at part of it. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

At this inspection concerns were identified regarding safe care and treatment.

The purpose of this inspection was to check a specific concern we had about environmental risk assessments. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People's home environments had not been risk assessed. The provider had not assessed people's environments in line with their health conditions which may impact on their safety. For example, when people were living with epilepsy, the safety of their home environment had not been assessed to ensure they would be as safe as possible if they were to have a seizure.
- There were no individual environmental risk assessments or guidance for staff about how to enter people's homes when they arrived to provide personal care. For example, if people had key safes or if staff needed to ring a doorbell.

The provider failed to assess environmental risks. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- Staff told us they reported any concerns about people's environments, such as any repairs needed, to the registered manager or maintenance staff. When concerns were identified outside normal working hours, these were recorded on the staff handover log for action to be taken the following day.
- Staff had contact details for emergency repairs, such as gas, electricity and water supplies.

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 the inspection on 10 August 2021 this key question was rated as Requires Improvement. At the last inspection on 7 September 2021 this key question was not rated because we only looked at part of it. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

At the inspection on 10 August 2021 the provider had failed to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users. This was a breach of Regulation 17 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection further concerns were identified regarding good governance. The provider remained in breach of Regulation 17.

The purpose of this inspection was to check a specific concern we had about environmental risks. We will assess all of the key question at the next comprehensive inspection of the service.

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

- Risks around people's individual homes were not proactively assessed to be able to identify potential risks and take action to mitigate these. The provider has not considered environmental risks in people's homes when people were living with health conditions, such as epilepsy.
- Monthly flat audits were not robust. The recording of actions taken were not completed consistently. For example, issues, such as signs of wear on furnishings, any redecoration needs, and repairs of fixtures and fittings were noted on the checks. An action log was given to maintenance staff. They signed when tasks had been completed, however did not record the date these were done. The registered managers copy of the checks was not consistently updated to show maintenance tasks had been completed as needed. This meant the registered manager could not be sure actions had been completed in a timely way.
- Monthly environment checks on people's homes and communal areas were completed, however, there had been no checks in September 2021. There had not been a contingency plan for these to be completed when staff were on annual leave. This shortfall had been identified during a health and safety audit, completed by an external consultant on 20 October 2021. Following this audit, the responsibility for this had subsequently been assigned to team leaders to complete checks, in the absence of the registered manager, to make sure this did not happen again.

The provider failed to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users. This was a continued breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment The provider failed to assess environmental risks.
Regulated activity	Regulation
Personal care	Regulation 17 HSCA RA Regulations 2014 Good governance The provider failed to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users.