

# Stockton-on-Tees Borough Council

# Reablement Service

## Inspection report

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11 May 2021

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## 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

Reablement Service provides assessment and rehabilitation services for people in their own homes to promote their daily living skills and independence. At the time of the inspection 55 people used the service.

Not everyone who used the service received personal care. 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 spoke positively about their experiences and felt the service responded effectively in meeting their individual needs. People felt confident staff had the knowledge and skills needed and knew how to support them in a personalised way. Staff spoken with clearly understood the importance of respecting people's privacy, dignity and independence.

Safe systems had been maintained to help ensure the safety and protection of people who used the service. These included the safe management and administration of people's medication, thorough recruitment and training processes, assessment and management of areas of risk and infection control procedures. Staff safety was also a priority and systems were in place to ensure they were safe at all times.

People's needs and wishes were assessed and planned for. Care plans identified the intended outcomes for people and how their needs were to be met and these were constantly reviewed.

Systems for assessing and monitoring the quality of the service were effective in identifying areas of improvement. Systems were in place to gather people's views on the service.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 19 September 2017)

### Why we inspected

We carried out a focused inspection of this service on 11 May 2021. This report only covers our findings in relation to the key questions safe and well led as we were mindful of the impact and added pressures of Covid-19 pandemic on the service.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

### Follow up

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

**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.

# Reablement Service

## 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 Care Act 2014.

#### Inspection team

The inspection team consisted of one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service. The Expert by Experience contacted people and relatives by telephone to seek their views on the care and service provided.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

#### Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

The inspection activity took place on 11 May 2021.

#### What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We reviewed information we had received about the service since the last inspection. We used the information the provider sent us to inform us of changes within the service. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with 18 people who used the service and two family members, about their experience of the care provided. We spoke with the registered manager and a senior care worker. We contacted remotely 19 members of staff. We reviewed a range of records. This included four people's care records, records relating to staff recruitment and a variety of records relating to the management of the service, including policies and procedures.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

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

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Safeguarding procedures were in place. Staff had completed safeguarding training and had access to information about how to protect people from harm.
- Staff spoken with were aware of the types of abuse and knew what to do if they witnessed or an allegation of abuse was made to them. Staff said they were confident any issues raised with the registered manager would be dealt with appropriately, adding, "I have every confidence in the manager" and "Concerns are dealt with very quickly."
- People told us they felt safe using the service. Comments included, "Knowing they are coming in to see me gives me peace of mind" and "It is security knowing that someone will be coming and I can get help if I need it."

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risks to people's health and well-being were assessed and planned for as part of the care planning process. Assessments outlined potential hazards and action taken, to minimise such risks. They helped people get special equipment to help them mobilise safely. One person said, "They have organised a stool for the shower."
- The service monitored accidents and incidents, such as falls. Although, there had been very few, they worked closely with the falls team exploring ways in which people could be supported to help reduce incidents.
- Staff safety was also very important to the registered manager. They had access to a team out of hours and the out of hours team remained on call until all staff had completed their calls and were home safe.

Staffing and recruitment

- The recruitment of staff was safe. Clear procedures were in place to ensure that appropriate checks were carried out on applicant's suitability for the role before they were offered a job.
- Sufficient numbers of suitably trained and experienced staff were on duty to meet people's needs safely. Staff were on duty between the hours of 7am to and 10pm to carry out visits to people and to respond to any new referrals.
- People told us staff visited them at the agreed time and stayed until they had received all of the support they needed.
- People told us their needs were always met by the staff working with them. One person said, "They [staff] are marvellous, friendly and know their job, they give me helpful tips and really are helping me get back on my feet."

Using medicines safely

- People were encouraged, when appropriate to manage their own medicines safely. Support people required was recorded in their care plans.
- Staff responsible for managing people's medicines had completed training and their ability to manage medicines safely had been checked to ensure their competence.
- Policies and guidance were available to staff about how and when to administer medicines prescribed for people.
- Medication administration records (MARs) were completed to ensure that appropriate records were maintained of people's medicines.

#### Preventing and controlling infection

- Systems were in place to prevent the spread of infection.
- Staff had received training and procedures were in place to maintain a safe and clean environment for people.
- Staff had received training in COVID-19, they had plenty of PPE and wore this appropriately.



# 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 last inspection this key question was rated as Good. At this inspection this key question has remained the same. 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; Continuous learning and improving care

- The service promoted a person-centred approach to the assessment and care planning of individuals' needs and wishes along with oversight and co-ordination of other services involved in people's reablement
- The registered manager promoted an open culture. Staff told us the registered manager was approachable and supportive. One staff member said, "I am very confident with the management team, they are always willing to work round problems." Another staff member said, "All the team have a heart of gold and always have the clients best interests at heart especially coordinator [Name], she is a diamond and the glue that holds the team together."
- People told us they experienced a good standard of care and support from their service. Their comments included, "They [staff] are excellent, very well dressed in a uniform, and they keep their distance so that I can do as much as possible myself, it's a very impressive service" and "Very professional, first class girls and very friendly. On each occasion they reintroduce themselves and ask what I would like them to do and ask if there is anything else they can do before they leave."
- Lessons were learnt from any incidents or events that took place. For example, changes were made to the electronic systems during COVID-19 lockdowns, to enable staff to work at home.

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

- The registered manager understood duty of candour and were aware of their legal responsibilities. They knew when notifications were required to be sent to the Care Quality Commission and how to make referrals in the event of a safeguarding concern.
- Staff understood their role and the standards expected and spoke positively about providing care to meet the individual person's needs.

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

- The registered manager and provider had oversight of the service and conducted quality assurance audits.
- The management team completed spot checks to ensure staff were following care plans and service policies.
- Staff were proud to work for Reablement. One staff member said, "Reablement is a fantastic service and I am so proud to work for the team."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The service engaged regularly with staff to ensure they were up to date with important changes.
- Each client completed a questionnaire at the end of their placement. All comments were positive, for example, "The care, help and support we have received from the first moment activated has been nothing short of excellent for which we are extremely grateful. The support helped [name] with a speedy recovery, I cannot think of any improvements needed."
- The service worked closely with external healthcare professionals such as physiotherapists and Stockton Welfare Advice Network if people needed financial support.