

Guinness Care and Support Limited

Guinness Care Quayside

Inspection report

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26 February 2019

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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?	Outstanding ☆
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

Guinness Care Quayside is an extra care housing scheme (EXC) based in Totnes. Care and support is provided to people in their own accommodation so they can live as independently as possible. The service opened in November 2017 and was registered with the Commission to provide personal care in April 2018.

This inspection looked at people's personal care and support. On the day of the inspection 9 people who needed support with personal care were using the service. Sometimes people move into EXC schemes before they need either regulated care or housing related support, anticipating the need for it later on in their lives.

People's experience of using this service:

- People using this service benefitted from exceptionally kind hearted and caring staff. People, relatives and professionals all shared overwhelmingly positive feedback. People told us, "It is spot on. Like a 5-star hotel!"; "Cannot find fault at all"; "Whatever you ask, nothing is ever too much trouble." Others' commented, "Absolutely brilliant." People we spoke with all scored the service 10/10 commenting, "Very caring, they know me well"; "I've been here a year, it felt like home straight away, all staff are extremely helpful. They feel like friends." Another said, "I am disabled but I am treated like I have a voice!" Family feedback included, "My father in law moved into Quayside just as it opened. Since living here, we have had nothing but a helpful, kind, considerate and professional service" and, "The care staff are always friendly and polite." Professionals all commented on how caring the service was, "People are happier, more content, their whole demeanour has changed" and, "The change in (person's name) is phenomenal – they are like a different person. It has made such a big difference."

People were supported to develop and maintain their independence and have choice and control over their daily lives. Staff supported people according to their individual preferences and needs. There was a drive to deliver person centred care which focused on getting the best outcomes possible for people. People were involved in planning their care and decisions about how care was delivered. People were in charge of their routines and were able to request support when they needed it.

- The outcomes for people using the service reflected the provider's values and included; promoting independence, choice and control over day to day routines and inclusion and involvement in the local community. People's support focused on them having as many opportunities as possible for them to gain new skills, develop and maintain their independence.

- Staff told us they were well supported through supervision and staff meetings. They commented on the availability of registered manager for support, advice and guidance at all times. Training covered a wide range of areas and was regularly refreshed. Staff were able to request additional training to meet people's specific needs.

Where restrictions had been put in place to keep people safe this had been done in line with the requirements of the legislation as laid out in the Mental Capacity Act (2005) and associated Deprivation of Liberty Safeguards. Any restrictive practices were clearly recorded and regularly reviewed to check they were still necessary and proportionate. People were supported in the least restrictive way possible; the policies, systems and culture in the service supported this practice.

- □ Staff were motivated and proud to work at the service. Staff were encouraged to develop their skills and contribute to the running of the service. The registered manager was enthusiastic and keen to share their experiences with us. They had high expectations for people and this was shared with the staff team.
- □ The service was very well-led by a dedicated manager and team of senior staff, "The managers are absolutely fantastic, excellent communication." The registered manager frequently goes above and beyond her duties in helping out." A relative told us, "The manager is amazing, she provides a personal service and frequently goes above and beyond her duties in helping out" and "Good management, allied to innate sensitivity and genuine affection is a winning combination." Professionals shared, "It is fantastic. It has been a real blessing to the community."

This was the first rated comprehensive inspection since the service opened in November 2017.

Why we inspected: This inspection was part of our scheduled plan of visiting services to check the safety and quality of care people received.

Follow up: We will continue to monitor the service to ensure that people receive safe, compassionate, high quality care. Further inspections will be planned based on the rating. If we receive any concerns we may bring our inspection forward.

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

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Details are in our Safe findings below.

Good ●

Is the service effective?

The service was effective

Details are in our Effective findings below.

Good ●

Is the service caring?

The service was exceptionally caring.

Details are in our Caring findings below.

Outstanding ☆

Is the service responsive?

The service was responsive

Details are in our Responsive findings below.

Good ●

Is the service well-led?

The service was very well-led.

Details are in our Well-Led findings below.

Good ●

Guinness Care Quayside

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. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team: The inspection was carried out by one adult care inspector.

Service and service type:

Guinness Care Quayside is an extra care housing scheme (EXC) based in Totnes. The service provides care and support to people living in specialist "extra care" housing. Extra care housing is a purpose-built or adapted single household accommodation in a shared site or building. The accommodation is bought or rented, and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people's personal care and support service.

People using the service lived in 30 shared ownership flats and 30 rented flats within the complex.

The service had a manager registered with the Care Quality Commission. 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:

We gave the service notice of the inspection visit in line with our methodology for inspecting this type of service.

Inspection site visit activity started on 13 February 2019 and ended on 26 February 2019. We visited the office location on 13 and 14 February 2019 to see the registered manager and office staff; and to review care

records and policies and procedures. We visited people in their homes on 14 February and we contacted professionals following the site visit on February 26 2019.

What we did:

Before the inspection, we reviewed information we had received about the service since the last inspection. This included details about incidents the provider must notify us about, such as abuse and accident and incidents. We used all this information to plan our inspection. Provider are required to send us key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections." The provider had not been requested to complete a provider information return prior to this inspection.

During the inspection, we met with five people who used the service and two relatives. We spoke with the four staff and the registered manager. We spoke with two healthcare professionals during the inspection and contacted six professionals following the inspection. We received feedback from one. We reviewed four care plans, four staff files, compliments to the service and information related to governance for example newsletters, audits, policies and procedures.

Is the service safe?

Our findings

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

Good: People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- There were effective systems in place to protect people from the risk of abuse. Staff were aware of when and how to report concerns and were confident they would be dealt with. Staff had received training in protecting people from harassment, discrimination and harm.
- Team meetings, handovers, reviews with external professionals and one to one meetings with staff were used as an opportunity to discuss safeguarding processes.
- Staff supported people to make informed choices in their personal lives. People were encouraged to discuss how to keep themselves safe and recognise when they might be at risk.
- People we met in the communal areas of Quayside were comfortable with staff.

Assessing risk, safety monitoring and management

- When people had been assessed as being at risk, staff had clear guidance on how to minimise the risk while allowing people to remain as independent as possible in their homes.
- People, if required, had safety devices so they could call for help in an emergency, for example pull chords, necklace pendants and wrist pendants.
- Where people were at risk of falls within their home, staff liaised with professionals to minimise risk, "we have worked well with the Falls Team and family to ensure that all suggestions have been put into place as soon as possible, such as pressure mat, commode, sensor light."
- There were robust systems for keeping people's money safe if they required support in this area.
- People had access to 24-hour staff support, seven days a week if this was required in an emergency.
- Visitors could not access people's homes without a fob key.

Staffing and recruitment

- There were enough staff available to support people according to their changing needs and individual preferences. Some people had complex needs and they were supported by staff who knew them well.
- The staff team was small and stable. Recruitment was on-going reflecting people's needs increasing and the service expanding.
- Recruitment was values based and new staff were encouraged to meet and interact with people during the interview process. The registered manager told us, "I have recruited the team here very carefully, we have two ex registered managers and two ex seniors within the team. They are very experienced in care and we ensure that a good mix of experienced and less experienced staff on every shift. All my staff have previous care experience (although if someone had the right qualities the lack of experience wouldn't stop me

employing them)."

- Background checks were completed before new staff started working at the service to ensure staff were safe to work with people and of good character.

Using medicines safely

- Medicines were stored, recorded and administered safely. Medicine Administration Records (MARs) were completed in line with best practice guidelines.
- Some people were able to self-administer their medicines with limited support and this was encouraged to promote people's independence. Risk assessments had been developed to support this practice.
- Staff were able to describe the action they would take if they identified a medicines error.
- Staff were trained in medicine management and their competency checked.
- Working with the local pharmacist had identified PRN protocols (as required medicine sheets) should be developed and medicine information sheets describing how people liked to take their medicine. These points were being actioned by the registered manager.

Preventing and controlling infection

- Staff had completed infection control and food hygiene training. Personal protective equipment such as aprons and gloves were available for use when supporting people with personal care tasks.
- People confirmed staff left their homes as they found them or cleaner.

Learning lessons when things go wrong

- Any accidents and incidents were recorded and highlighted to registered managers and on the provider's electronic system. These were audited for themes to identify any trends or patterns.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence

Good: People's outcomes were consistently good, and people's feedback confirmed this.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- People's health and well-being needs had improved during their short time at Quayside due to the care and support received. For example, staff told us about the improvement in one person's well-being, "(Person's name) came to us after a period in hospital due to a heart condition. They were low in mood due to living in a location with little or no social interaction. For many months (person's name) rarely left their room unless they were accompanied by staff or family. We started boules and encouraged and accompanied (person's name) down on the first session." The person now regularly enjoyed this and other activities at Quayside.
- The staff team worked across organisations to ensure people received effective care with excellent outcomes. Staff told us one person had returned from hospital with skin damage, "The Intermediate Care Team were contacted and came out that day to re-write the care plan and equipment put in place to better support (person's name). With the team's dedication and working closely with the District Nurses their pressure sores were cleared very quickly and creams applied to the sore areas to enable (person's name) to return to his independent life style."
- Regular reviews with health and social care professionals were arranged and staff attended these to ensure all parties were working to the same care plan.
- People had routine and annual health checks and were supported to attend hospital appointments if required.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were assessed before they started using the service to help ensure their expectations could be met.
- Technology was used to improve people's experience and support independence. For example, people had access to an electronic system in their flat so they could see who was at their front door. This system also enabled people to call their friends within the building and call staff in the office.
- People had access to the internet and the registered manager told us, "Guinness are redesigning their Intranet pages and I'm on the wider user testing group to ensure improvements are made for all users."
- Equipment available for use at Quayside supported people's health needs to be met, for example access to an assisted bath with a chair hoist. The registered manager told us, "Guinness are also looking at what lifting equipment to use and I'm on the working party for that to ensure as many care situations are covered as possible."

Staff support: induction, training, skills and experience

- Before starting work at the service new employees completed an induction. Staff new to care were required to complete the Care Certificate. Three staff were trained as Care Certificate assessors. The Care Certificate is an agreed set of standards that sets out the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It's made up of the 15 minimum standards which staff complete during their induction.
- All new staff shadowed more experienced staff before starting to work unsupervised. Staff competencies and confidence were assessed when they started work and after a three-month probationary period. Following that, spot checks and observations occurred to assure high standards were maintained.
- Staff training covered those areas identified as necessary for the service and additional training to meet people's specific needs for example training in Parkinson's, continence care and dementia. The training was regularly refreshed and staff told us they could request extra training if necessary.
- Staff told us of new training which was due to commence with external NHS and social care professionals, "Working with their training team to develop a simulation training package. This covers not only the external community staff in technical procedures but also in caring one to one communication. They have invited our Enablers (support staff) based at Quayside access to the training and we are requesting training dealing with falls and basic aids & adaptations."
- Regular supervision sessions were arranged when staff were able to discuss any training needs as well as raising issues around working practices. Staff told us they were well supported.

Supporting people to eat and drink enough to maintain a balanced diet

- People were encouraged to eat a varied and healthy diet if they were receiving support in this area. The bistro located in one of the communal areas was enjoyed by many as an alternative to cooking for themselves and the service was also able to deliver food to people's flats.
- Referrals to professionals were made promptly when people's needs changed. For example, staff told us, "We had noticed a decline in (person's name) dementia and their ability to swallow. Speech and Language therapy (SALT) referral was made and they are now on a level 6 bite size diet. We have worked in partnership with the Bistro (a private café run at Guinness Care Quayside) who provide them with a daily main meal and to ensure they have all the information they need to be able to prepare the correct types of food for (person's name) and we are sitting with them during meal times as a precaution."

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making 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 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 with appropriate legal authority. We checked whether the service was working within the principles of the MCA.

- Some people had restrictions in place to keep them safe. These were documented and there was evidence to show decisions to impose restrictions had been made in people's best interests in line with the legislation.
- Any restrictions were regularly reviewed and removed when it was considered safe to do so.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect

Outstanding: People were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

Ensuring people are well treated and supported; equality and diversity

- People we spoke with all scored the service 10/10 commenting, "Very caring, they know me well"; "I've been here a year, it felt like home straight away, all staff are extremely helpful. They feel like friends." Another said, "I am disabled but I am treated like I have a voice!"
- Feedback from family included, "My father in law moved into Quayside just as it opened. Since living here, we have had nothing but a helpful, kind, considerate and professional service" and, "The care staff are always friendly and polite. (Person's name) tells us they feel safe and well cared for."
- Professionals all commented on how caring the service was, "People are happier, more content, their whole demeanour has changed" and, "The change in (person's name) is phenomenal – they are like a different person. It has made such a big difference."
- Staff were positive and affirming when they spoke to us about individuals who used the service. They recognised that people could sometimes find it difficult to express and manage their emotions and were empathetic and understanding in their approach.
- Staff went above and beyond to make people feel they mattered. For example, staff told us, "When the Bistro decided that they would be closed on Christmas day the staff suggested that we cater for the residents that normally received a lunch from them. They didn't want the customers to have a microwaved meal on Christmas day. This soon expanded to anyone who would be on their own on Christmas day. The staff gave up their own time to shop, prepare and cook the meal and with one family joining us, the customers and staff had a lovely Christmas day lunch together."
- People benefited from the care and attention of staff. Relatives told us they felt, "blessed" their family member was now living in their flat at Quayside. Staff explained how they had supported one person to improve their quality of life. "It was only when (Person's name) unexpectedly passed away that the family and district nurses told me what a difference we had made to his life." The staff member told us he was happier and laughed with them, knew all of the Quayside staff well and as a result they knew the person's likes and dislikes. The person went out every day if the weather permitted. Staff told us, "In the summer (person's name) with one of the other scooter users, would go out every evening to the local pub, one would have a coffee and the other half a pint and then they would make their way back. We had to ensure (person's name) tea time visit was finished by the agreed meeting time – they could never be late for the evening jaunt!"
- Care plans contained information about people's abilities and skills. Staff knew people's likes and dislikes. Staff took a pride in people's achievements and improvements and were keen to talk with us about this. A relative confirmed, "Dad loved it here. He was doing more, had made friends and was getting in to town."

Respecting and promoting people's privacy, dignity and independence

- Staff were mindful of people's privacy and dignity and supported people if required to make sure they were dressed appropriately for the weather if they were going out.
- There was a strong emphasis on the importance of helping people develop and maintain their independence. This was evident in all aspects of people's lives. For example, "Bob the Bus" (a local transport vehicle) had been arranged to collect people from the complex so they were able to access the local town without walking.
- One person had been receiving care and support for less than a year. Staff told us how they had become more independent in this short space of time, "(Person's name) has a disability. With assistance from us they have been able to regain their independence and live the life of their choice. They are now able to prepare their own lunch or tea and with assistance from us chooses what meals they wish to have."
- One person who was living with dementia and had previously lived in a rural part of Devon had benefitted hugely from moving to Quayside and receiving support. Staff told us, "(Person's name) came to join us a year ago and is one of the characters that makes Quayside. They help out in the bistro, wrapping the cutlery for the daily service, speak to almost everyone who passes and has a huge passion for dogs. (Person's name) has an accompanied outing once a week and they decide where they go, for example to the library, the wool shop or just up and down the high street. (Person's name) has changed greatly for the better, they are happy and contented and even though their needs have increased, we are able to offer them a life they enjoy."
- Care was delivered in line with people's religious needs
- People confirmed they were addressed in the way they wished.
- People confirmed they had a choice of male / female staff to provide support.

Supporting people to express their views and be involved in making decisions about their care

- People were encouraged to make decisions about their day to day care and routines where possible. Those with close family, friends or those with the legal authority to make decisions on behalf of people if required were consulted.
- Regular meetings, questionnaires, informal discussions, frequent newsletters and individual meetings with staff and the registered manager were used to gather people's views.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

Good: People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- People were thoroughly assessed prior to their move to Quayside. The registered manager explained the process of purchasing or renting a flat and the support, "Renting customers have to be agreed by a panel. I manage the applications, collate the information i.e. they must have a care assessment completed to get an accurate idea of needs, I visit the applicants and then send the applications via email or meet with the panel to give them as much information as possible to enable them to decide on a yes / no. We also ensure the balance of the scheme is right with levels of dementia or too high a care needs to ensure the staff are not over loaded or the customer balance incorrect."

- Care plans were detailed and contained information which was specific to people's individual needs. Where routines were important to people these were clearly described.

- There was information in place to enable the provider to meet the requirements of the Accessible Information Standard (AIS). This is a legal requirement to ensure people with a disability or sensory loss can access and understand information they are given. Each person's care plans included a section about their individual communication needs. For example, about any visual problems or hearing loss and instruction for staff about how to help people communicate effectively.

- The staff team were extremely flexible and responsive. For example, one person had a small care package in place due to poor visibility and a previous history of falls. Following a routine eye operation, they were discharged and sent home at 7pm. When they returned staff could see that they were not their usual self they were very unsteady on their feet. Staff told us, "Even though we had not been made aware that the procedure would require any additional support from us from the evening, four visits a day were put into place to keep them safe and monitor."

- The service provided an individualised service able to flex as people's needs changed. For example, when one person fell and broke their arm, they were struggling to manage their existing condition and newly broken arm. Staff, with the person's permission contacted Care Direct and a care package was put in place to cover their temporary increased needs.

- Staff noted people's needs and arranged reviews when required. For example, one person, living with a dementia, had little appetite. Family had noticed the person ate better when out for a meal with their family so, the service changed their visit following a review so they went to the Bistro for lunch each day. Here, the person could choose their food, like a restaurant and staff could eat with the person. This creative thinking was supporting the person to eat more.

- People took part in the local community and used nearby facilities. There was also a range of opportunities for people to engage in at the service if they wished. In the short time the service had been open, the following events had been held: knit and natter, bowling, armchair aerobics, first aid for people and staff, 3-year olds visiting to read and sing, a scam talk, dementia friends fashion show, mindfulness sessions, royal wedding celebration party, fortnightly quizzes, computer courses, Alzheimer's Cupcake Day, U3A bridge club, nature talks, photography club and youth theatre play lets. This supported people to lead busy active lifestyles, make friendships and maintain their well-being.

- Staff shared how one event had brought much enjoyment to people, "As part of our week events celebrating the opening of Quayside in May last year a fashion show was held in aid of Dementia Friends. This was organised by staff and customers who sold tickets, obtained raffle tickets and became models. We invited the local social care team from Totnes Hospital who commented on how isolated and withdrawn some of our customers had been before they moved into Quayside and were now seen joining in, being models and generally helping. We raised over £500 for the charity."

Staff told us, "We are about to start our gardening club (they couldn't before because the building was in the defects period). We have some very enthusiastic gardeners of all ages and abilities."

- Daily notes were kept and these detailed what people had done during the day and information about their physical and emotional well-being. When people needed additional monitoring, this was recorded.
- Monitoring records were used to identify when care and support could be delivered differently to better meet people's needs.
- People's communication needs were identified, recorded and highlighted in care plans. These needs were shared appropriately with others.

Improving care quality in response to complaints or concerns

- There was a complaints policy and process. This information was available for people when they came to live at Quayside. There had been no complaints since the service opened and there were no ongoing complaints at the time of the inspection.
- We asked people what they would do if they were worried or unhappy and they told us they would speak with staff. Some people were able to name particular members of staff they would be comfortable talking to.

End of life care and support

- End of life plans care and training was being developed. A staff member with an interest in this area was going to have additional training with the local hospice and cascade this to other staff.
- Someone living at the service had recently passed away. Senior staff supported people, the family and staff affected.

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.

Good: the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support; and how the provider understands and acts on duty of candour responsibility

- People told us, "It is spot on. Like a 5-star hotel!"; "Cannot find fault at all"; "Whatever you ask, nothing is ever too much trouble." Other's commented, "Absolutely brilliant"; "The managers are absolutely fantastic, excellent communication." The registered manager frequently goes above and beyond her duties in helping out."

- A relative told us, "The manager is amazing, she provides a personal service and frequently goes above and beyond her duties in helping out" and "Good management, allied to innate sensitivity and genuine affection is a winning combination."

- Professionals shared, "It is fantastic. It has been a real blessing to the community."

- Staff were unanimously positive about the management of the service. They told us the registered manager was honest, approachable and always available for advice. We found the registered manager was knowledgeable about all the people they supported.

- The culture and atmosphere at the service was warm, welcoming, friendly and inclusive. All staff clearly put people first. They said, "The team is great, we gel well together. Everyone always willing to help" and, "The support is phenomenal, always a thank you at the end of every shift – all managers very approachable."

- Staff felt proud to work at Quayside. One staff member told us, "I love working here – amazing support. I look forward to coming to work, we work as a team, communication is good and always someone there to advise."

- A relative said, "They are always on hand. Communication good, phone calls of any changes. Support with furniture delivery – far more than they should."

- The registered manager was visible and known to people, professionals and staff at the service.

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

- Roles and responsibilities were clearly defined and understood. The registered manager was supported by a care manager, housing manager and senior enablers (support staff). The registered manager had been

shortlisted for the Guinness "manager of the year" award in 2018. A relative had written, "(Manager's name) is a lovely person with an amazing personality and perfect managerial skills, a true asset to Guinness."

- There were systems in place to ensure performance remained good. For example, all staff had read the Guinness care policies and aware of any updates. Staff attended monthly team meetings and sign once the minutes are finalised to ensure understanding. New or amended policies were discussed.
- Staff told us they were encouraged to develop their skills and learning. The registered manager spoke to us about the importance of supporting staff in their personal development and career progression. It was evident staff were valued. Guinness Care had a leadership and management course to develop managers internally.
- If the Quayside management team were not around, the senior Guinness Care manager had a really good working relationship with the team and attended team meetings..
- The registered manager and senior care workers were aware of their regulatory responsibilities. Notifications were made appropriately.
- The governance system included external Quayside staff completing audits based on the Commission's Five Key Questions. Actions from audits were visible to the organisation on the central system for ongoing monitoring.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People's views and that of their relatives, were regularly sought out. Questionnaires were circulated to all stakeholders annually. The results of the survey completed in 2018 had been positive across all areas. As result of feedback about morning visits not always being early enough for people, a third visit run in the mornings.
- Consideration was given to the support people would need to have meaningful involvement. People had access to easy read tenancy agreements, complaints information and newsletters if required.
- Regular customer meetings were held for people to raise ideas and concerns.

Continuous learning and improving care

- Plans were in place to improve end of life care for people and enhance staff training. The staff member was waiting for training with the local hospice and share information gained amongst the staff team.
- Simulation training with external professionals was due to start to improve care delivery and communication.
- Links with the local community were continuing to be built to continue to provide the range of new and on-going opportunities.

Working in partnership with others

• Developing links with local choirs meant people could join in the singing group. Working with the local area meant "Bob the Bus" now ran a service to Quayside. The registered manager shared, "Quayside has 60 flats, 24 parking spaces and 16 scooter parking bays. We identified the need for an additional mode of transport for the customers. Bob the Bus is a volunteer led service covering Totnes that links the main areas of need i.e. district council, supermarket and Doctors. We contacted them and negotiated a change of route which covers Quayside. This is a great plus for Quayside not only because it gives them independence but also free transport using their bus passes."

- The service was also working with external professionals to create a six week "Step Down" flat to support

people's rehabilitation and assess skills for independent living. The flat would also be used for virtual training for external professionals and the staff team.