

Millennium Care Services Limited

Sunnybank

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

Summary of findings

Overall summary

About the service

Sunnybank is a care home which is part of Millennium Care Services and is registered to accommodate up to eight people who are living with a learning disability. The service has a detached house which can accommodate up to six people and a bungalow which can accommodate up to two people and are situated on the same site. There were eight people using the service at the time of our inspection.

People's experience of using this service

Staff were extremely supportive and caring and knew people very well. Staff respected people's privacy and dignity and were passionate about including people in their support.

Care records were clearly written and were an accurate reflection of the support people required. People took part in a range of social activities of their choice. The provider had a complaints procedure in place which explained how people could raise concerns. The service had not received any concerns.

The service was managed extremely well by a leadership team who were dedicated to ensure the values of the provider were at the heart of all they achieved. Audits were in place to ensure the service was working in line with the providers policies and procedures. Any actions were addressed to ensure the service continually developed in line with people's needs. People were offered forums to feedback about their experience of the service.

The provider was working within the values that underpin the Registering the Right Support and other best practice guidance. These values include choice, promotion of independence and inclusion. People with learning disabilities and autism using the service can live as ordinary a life as any citizen.

People who used the service were safeguarded from the risk of abuse. Staff had received training in this subject and told us what action they would take if abuse was suspected or witnessed. Accidents and incidents were monitored to identify trends and patterns so that future incidents could be minimised. Risks associated with people's care and support were identified and actions were taken to minimise risks occurring. The provider ensured that people's medicines were managed in a safe way. There were plenty of staff available to ensure people were safe and could engage in activities of their choice.

Staff received training and support to carry out their role effectively. The service was meeting the requirements of the Mental Capacity Act 2005 (MCA). People had access to healthcare professionals when required and ongoing healthcare was maintained. People received a healthy and balanced diet which incorporated their favourite foods.

Rating at last inspection

Good (Report published 23 June 2016)

Why we inspected

This was a planned comprehensive inspection based on the rating at the last inspection.

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 caring

Details are in our Caring findings below.

Good ●

Is the service responsive?

The service was extremely responsive

Details are in our Responsive findings below.

Outstanding ☆

Is the service well-led?

The service was well-led

Details are in our Well-Led findings below.

Good ●

Sunnybank

Detailed findings

Background to this inspection

The 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.

Inspection team:

The inspection was completed by one inspector.

Service and service type:

Sunnybank is a care home. People in care homes receive accommodation and nursing or personal care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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.

What we did:

Prior to the inspection visit we gathered information from a number of sources. We also looked at the information received about the service from notifications sent to the Care Quality Commission by the registered manager. We also looked at 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 also spoke with other professionals supporting people at the service, to gain further information about the service.

We spoke with people who used the service and their relatives. We spent time observing staff interacting with people. We also used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We spoke with five staff including support workers, senior support workers and the registered manager. We

looked at documentation relating to three people who used the service, three staff files and information relating to the management of the service.

Is the service safe?

Our findings

Safe - this means people were protected from abuse and avoidable harm.

Good: People were safe and protected from avoidable harm and legal requirements were met. At our last inspection of March 2016, the provider achieved a good rating in this key question. At this inspection we found the provider had maintained this rating.

Systems and processes

- People were protected against the risk of abuse. There was a policy in place which guided staff in what action to take if abuse was suspected.
- Staff we spoke with told us they would report any concerns immediately to the most senior member of staff on duty.
- One person we spoke with said, "I feel happy and safe here."
- We spoke with relatives of people who used the service and they felt assured that their family member was safe using the service. One person said, "I am safe here, yes I am." One relative said, "I'm very happy. [Relative] is happy, settled and very safe. It's very reassuring to know that."

Assessing risk, safety monitoring and management

- Risks associated with people's care had been identified and managed in a way which promoted people's independence and did not limit their freedoms.
- Risk management plans were in place and clearly demonstrated what support people required to ensure they were kept safe.
- Staff told us they acted as people's advocates when out in the community and protected their rights so they were free from discrimination.
- Support plans also included personal emergency evacuation plans (PEEPS). These documents clearly detailed the support people required to ensure they were supported to evacuate the service in an emergency.

Staffing levels

- During our inspection we observed staff interacting with people and found there were enough staff available to support people in line with their individual care plan, keep them safe and assist people to access the community and other social activities.
- Staff we spoke with told us there were always enough staff available to ensure people received safe and person-centred support.

Using medicines safely

- People who used the service required support to ensure they received their medicines as prescribed. Staff received appropriate training to ensure this was carried out in a safe and competent manner. The registered manager ensured that staff completed a competency assessment prior to commencing medication administration for the first time. This was also repeated at regular intervals.

- People's medicines were stored, recorded, and disposed of safely. People had a medication administration record (MAR) in place which detailed the medicines they required and when they had received them. MAR's were clear and concise and gave an accurate account of medicines administered.

Preventing and controlling infection

- We completed a tour of the service with senior staff and saw it was extremely clean and well maintained.
- Staff were passionate about ensuring the service was clean and tidy and took a pride in how the home was presented.

Learning lessons when things go wrong

- Accidents and incidents were monitored by the registered manager using an internal database. This enabled trends and patterns to be identified and any cause for concerns was looked at in more depth.
- Any serious accidents or incidents were reported to senior managers within the company for an immediate response.

Is the service effective?

Our findings

Effective – this means 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. At our last inspection of March 2016, the provider achieved a good rating in this key question. At this inspection we found the provider had maintained this rating.

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

- Prior to people using the service their needs were assessed by the provider to ensure they could meet the person's needs and requirements and to ensure that Sunnybank was the right home to support them effectively.
- People's needs and choices were assessed and people were supported to achieve their goals. This gave people a positive outlook of life and one they chose and enjoyed.

Staff skills, knowledge and experience

- Relatives we spoke with told us they felt staff were competent and knew what to do in different situations to support people. One relative said, "Staff are very understanding and always know what to do for the best."
- People were supported by staff who were competent to meet their needs and who received training and support to enable them to achieve their goals.
- An induction programme was in place and completed by new staff, this included reading policies and procedures and training to develop their knowledge and skills. Staff who were new to the health and social care sector completed the Care Certificate. The Care Certificate is a national training programme introduced to support all staff new to care to obtain a basic level of understanding of good care standards. New staff shadowed experienced members of the team for three weeks or until they and the person they were supporting felt confident.
- The provider was in the process of implementing a new training schedule which included training needs that had been identified through completing audits and discussed in supervision sessions. This gave staff the skills and knowledge to complete their daily duties. The registered manager had completed HCR20 training.

Supporting people to eat and drink enough with choice in a balanced diet

- People we spoke with told us they enjoyed the food provided at the service and they occasionally had takeaway meals and meals out in the community.
- We looked at people's care and support records and found their individual dietary requirements were catered for. This incorporated their choices and any dietary advice that had been given.
- The service had acknowledged that they required someone with expert skills and knowledge to look at menu planning and to offer people a more varied menu. In addition to this the provider wanted to offer a wide range of meals to suit different tastes and to include some taster sessions for different cuisines around the world. In response to this, the provider had recently appointed a cook who was in the process of completing their induction at the time of our inspection.

Staff providing consistent, effective, timely care

- We observed staff interacting with people who used the service and found they were responsive to people's needs. Staff were consistent in their approach which supported people in a positive way and in line with their needs and preferences.

Adapting service, design, decoration to meet people's needs

- The design and layout of the home facilitated people's needs and was decorated in line with people's choices and preferences.
- This also met the values that underpin Registering the Right Support and other best practice guidance. The provider took into consideration the needs of people living in the home.
- Since our last inspection the provider had identified that one person's bedroom was no longer suitable for them as they required an en-suite facility. The provider responded to this by completing an extension of the premises to ensure the person's needs were met. The extension also enabled room for a larger sluice facility and a sensory room. We saw this room was being used to support people who required additional sensory input.
- Another person had a summer house which they used as their 'calm place.' This gave the person space and time to be alone if they chose to be.

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

- The service was meeting the principles of the Mental Capacity Act 2005 (MCA) and ensured they applied this when required. During our inspection we saw staff gaining consent from people prior to carrying out tasks and activities.
- Capacity assessments were completed for areas such as medication, finances, consenting to physical intervention and signing of care plans.
- Where people lacked capacity to consent to care and support, best interest decisions had been made on the persons behalf and included relevant people.
- People's care and support plans included a human rights protocol which describes all people's rights. The document addressed areas of people's support which may be infringed upon in their best interest support plans. For example, looking after ID documents for safe keeping in the manager's office and Individuals who lack capacity around their food intake are encouraged to partake in healthy eating choices and menus. This showed the service ensured that people's human rights were a fundamental part of their care and should be respected.

Supporting people to live healthier lives, access healthcare services and support

- The service worked well with other organisations to ensure people received consistent, timely and person-centred care. For example, each person had a health action plan which accompanied them when they went in hospital. The plan was detailed to show very important information people needed to know, important but not urgent information and general details about people's likes and dislikes. This was effectively used and gave direction to hospital staff in a two-page document which was easy to follow. Each person's health action plan also included details of all health appointments such as dentist, optician, psychiatry etc. The service worked well with healthcare professionals and ensured that appropriate referrals were made.
- The service had also established good working relationships with the learning disability liaison nurses in the area.

Is the service caring?

Our findings

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

Good: People were supported and treated with dignity and respect; and involved as partners in their care. At our last inspection of March 2016, the provider achieved a good rating in this key question. At this inspection we found the provider had maintained this rating. People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported

- People we spoke with told us the staff were caring. One person said, "The staff are lovely." Another person said, "Yes the staff are nice." One person who was proudly showing us their bedroom, said, "I'm very happy." Another person looked at a member of staff and said, "This is my support worker and we are friends." One relative we spoke with said, "It's brilliant (Sunnybank), everything is spot on. The staff are so lovely." Another relative said, "Staff are extremely caring and really nice people. I couldn't wish for better."
- During our inspection we spent time observing staff interacting with people who used the service. We found staff were kind and caring and offered positive support methods to assist people to meet their needs and goals.
- Staff were understanding of people's needs and were considerate and respected people.
- People who used the service had keyworkers in place which carry out keyworker meetings to support people to meet their aspirational goals as well as making any relevant changes to care and risk plans.
- Staff we spoke with enjoyed working at the service and said, "It doesn't feel like a job because I love being here."

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

- Staff were passionate about ensuring people were in control of their life. Staff supported people to make decisions in ways which were suitable for them. For example, one person required people to be direct with them and use short sentences to enable them to understand.

Respecting and promoting people's privacy, dignity and independence

- Staff were very respectful of people's privacy and dignity and promoted independence whenever they had the opportunity.
- One support worker said, "It's all about the person."
- During our inspection we observed staff respecting people's dignity and promoting independence. We observed two support workers supporting one person to go to the shops and they had to explain what would happen and the purpose of the visit. Both staff were patient and understanding and kept checking out if the person understood and checking they were happy with the arrangements.

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- Staff were understanding of people's needs and were considerate and respected people.
- The service provided took in to consideration Registering the Right Support guidance by providing person centred support which met people's needs. People who used the service had keyworkers in place which carry out keyworker meetings to support people to meet their aspirational goals as well as making any relevant changes to care and risk plans.
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Is the service responsive?

Our findings

Responsive – this means that services met people's needs

Outstanding: Services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care. At our last inspection of June 2016 this key question was rated good. We found that the continued dedication and enthusiasm of the management and staff team promoted people's independence by implementing innovating ways to meet people's needs, goals and aspirations. This key question was rated outstanding following this inspection.

How people's needs are met and personalised care

- People were keen to show us their bedrooms which had been designed and decorated to cater for people's individual need and preferences. We spoke with people and their relatives and found that people were evidently happy living at the service and took a pride in their personal space. One relative we spoke with said, "The staff are second to none, they fully understand [relative's] needs and support them really well. Better than anyone could."
- The service took innovative steps to remove any potential barriers to communication. For example, one person used Makaton (communication through gestures, signs and pictures) and the provider ensured all new starters were proficient and able to understand the person's communication system.
- The provider had taken innovative steps to ensure that they met the legal requirements for the Accessible Information Standard (AIS). The AIS is a legal framework that requires providers to ensure people with a disability or sensory loss can access and understand information they are given.
- People were given the opportunity to directly contribute to their care and support plans. The provider considered how staff communicated with people and looked for alternative methods to ensure people had a voice. We looked at people's care records and found they reflected the care and support people required in a person-centred way. Support plans were easy to read and the use of photos and symbols were used to help people understand them. Support plans were reviewed on a regular basis to ensure they were current and an accurate reflection of people's current needs.
- The staff were currently trialling an electronic care record system called 'nourish.' This could be accessed on mobile phones which were supplied by the provider and solely used for this purpose. The system enabled people's care plans to be more interactive and person centred. For example, people could speak into the device and it would text type what the person had said.
- Support plans were comprehensive, well structured, and person centred. These were reviewed regularly to ensure they met each person's individual and unique aspirations. People were involved in their support plans and this ensured their care and support met their needs and was enabling people to achieve their choices and preferences.
- Staff could express how they had supported one person to develop a more person-centred environment. One person's bedroom was initially very basic with minimal furniture. Over time staff had supported the person to be able to tolerate things around them. This included working with an advocate. The person now enjoys a recently decorated room with items of their choice. This gave the person a pleasant environment and most importantly one that the person was extremely proud of.
- Care plans were created with the least restrictive principles in mind to maximise people's independence

such as reduction in hours from two to one support to one to one support when out in the community. People were supported in the least restrictive way possible and risks were balanced against opportunity.

- One person had an integration programme and within six weeks of the programme starting they were making breakfast for the first time and had been involved in their first advocacy meeting. This was an amazing achievement for the person who had not previously integrated with people well.
- People were fully involved and engaged in writing their own care plans and their representatives were involved where required. Care plans included any protected characteristics under the Equality Act 2010. The Act extends protection across nine protected characteristics. For example, gender, disability, age, religion or belief. Staff ensured people were treated equally and made this a priority. For example, the provider had undertaken an extension project to ensure they were not discriminating against someone's physical disability allowing them to remain living at the service when their needs changed.
- The management team had completed therapeutic crisis intervention (TCI) training and the train the trainers course. This was then cascaded through all the staff at Millennium Care Services to train staff to help people to cope in crisis situations. The provider's audits had shown that this in turn reduced incidents as staff supported people in line with their communication needs. For example, staff helped people to recognise distress and developed coping strategies to support people.
- People were valued and had a voice about who would be supporting them. The provider saw the interview process for staff recruitment as an opportunity for people who used the service to get involved. Applicants who had been successful at their first interview with management were invited to a second interview. The second interview was conducted by the people who used the service and they could input their views and opinions.

Improving care quality in response to complaints or concerns

- Each person living at Sunnybank had a pictorial complaints procedure in their bedrooms as well as a staff team trained in safeguarding and policies on complaints. There had been no complaints raised by service users or families in the last 12 months. Relatives we spoke with felt confident they could raise concerns and felt they would be appropriately addressed. One relative said, "I would raise any concerns with the manager or staff. When I have spoken with them in the past they have been very obliging."
- The registered manager had a clear process to follow if concerns were raised.
- When complaints were made they were taken extremely seriously and the registered manager completed a lesson learnt exercise with the team members.

End of life care and support

- People had been supported to consider their end of life choices. An end of life document had been implemented to help people think about this stage of their lives.
- This included how the person preferred to be supported when they were feeling very poorly and who they would want to support them.
- The document also included signs for staff to look out for when people were poorly. For example, one person rubbed the area of their body which was causing them pain and discomfort. For another person, it was important that staff understood their facial expressions.
- The plan also included funeral arrangements such as what flowers or music people would like and who they would like to attend.

Is the service well-led?

Our findings

Well-Led – this means 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. At our last inspection of June 2016 this key question was rated good. At this inspection we found the provider had maintained this rating.

Leadership and management

- The service was led by a registered manager who ensured the providers vision, values and behaviours were incorporated in everything the service offered. The registered manager and staff team were passionate about ensuring people lived fulfilling lives which met their needs and ensured staff supported them in a way which helped them to meet their goals in an individualised way.
- The service boasts an impressive standard of care which maximised independence and opportunity. The culture of the home was extremely open, welcoming and homely. This was evidenced by the positive outcomes people achieved.
- Staff we spoke with felt highly supported by the management team and felt able to contribute and be a part of future developments. One staff member said, "We are all part of a great team and the manager is extremely supportive."

Provider plans and promotes person-centred, high-quality care and support, and understands and acts on duty of candour responsibility when things go wrong

- The management team worked alongside support staff. They carried out checks to ensure staff were achieving and maintain the providers values and ethics, to monitor if people received optimum care and support.
- Team meetings were held monthly where care plans were discussed and analysed. Any changes to personalise care plans could be agreed via this forum and at keyworker meetings.

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements

- All staff have designated clear defined roles and responsibilities. Supervision sessions were used to discuss changes, amendments or new procedures. Roles included various health and safety responsibilities as well as keyworker responsibilities.

Engaging and involving people using the service, the public and staff

- The service had a member of staff who attended the employee forum for the provider. They then feedback any updates in the company and raised issues on behalf of the staff team direct to the forum to be taken to the senior management team. Positive decisions had been made from the forum such as 'it's a knock out days', charity events and an up and coming Millennium festival celebrating 20 years where staff had been involved.
- Sunnybank had a method of recognising people who go above and beyond through an ad hoc supervision

process. All great achievements for both staff and people who used the service were shared on a great story board and with great stories in the great stories booklet. This evidenced that great achievements had been made.

- The service held 'friends and family days,' when people invited friends and relatives to join in a themed event. The last one was in December when Christmas themed food was served. This was also an opportunity to gain feedback about the service.

Continuous learning and improving care

- The management team completed regular audits which were used to ensure the service was operating as the provider intended.

- Areas which were audited included environment, cleaning, maintenance, care records, and medicine management. Any areas of development were identified and actioned.

- The registered manager and senior management had created a striving for excellence plan which highlighted improvements for the service over the next 12 months. The striving for excellence plan highlighted the things the service did well, but also things that they felt needed to improve on and get better. This provided staff with a clear vision and direction as well as improving on the care and support delivered to people who used the service.

- We spoke with the registered manager on our inspection and they told us they were encompassing the guidance in Registering the Right Support throughout the service and looking for ways to develop the service so that people who used the service had a good experience and met their outcomes in a positive way.

Working in partnership with others

- To celebrate Autism week 2018, people were encouraged to take part in a day celebrating Adult Social Care. This included games and prizes and an event involving senior managers of millennium. People were encouraged to partake in the activities and games to raise money for an autism charity which supported them to give something to their local community.