

## Housing 21

# Housing 21 – Winton Court

### Inspection report

Park Lane  
Winlaton  
Blaydon On Tyne  
Tyne and Wear  
NE21 6AT

Tel: 03701924076  
Website: [www.housing21.co.uk](http://www.housing21.co.uk)

Date of inspection visit:  
12 February 2020  
13 February 2020  
14 February 2020  
18 February 2020

Date of publication:  
01 May 2020

### Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

### About the service

Housing 21 – Winton Court is an extra care housing setting where staff provide personal care and support to people living in their own flats within one large adapted building. Not everyone living at Winton Court 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. At the time of inspection 41 people were receiving personal care.

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

People and their relatives spoke very highly of staff and the care they provided. People praised staff and told us about the positive effect they had on their lives. One person said, "The best thing about living here is having my own front door and independence but also having great support from the staff. They are absolutely wonderful and there are people to socialise with, but I can come home to my own place when I wish to."

Staff knew people extremely well and provided support in line with best practice and national guidance. The registered manager and staff placed people at the heart of all tasks and worked together to make sure everyone's needs were met.

Medicines continued to be managed safely and people felt safe with the care provided. Risks people may face had been fully identified and steps put in place to keep people as safe as possible. People (where required) were supported to eat a balanced diet.

Care plans were detailed and included involvement from other health care professionals. Staff regularly reviewed people's needs and worked with them to create personalised care packages. Staff provided people with choices about their care and involved relatives with this.

Staff recruitment was safe. Staff received regular training, supervisions and team meetings. There were enough staff to safely support people. Staff had their competencies checked regularly and were provided with an induction when they joined the service.

People were encouraged to remain independent within their own homes. People were supported to access the local community and staff provided social interaction to remove the risk of isolation. The service had recently created a reminiscence room for people to access to help start meaningful conversations about times gone by.

Staff encouraged and supported people to have maximum choice and control of their lives, including supporting people in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The registered manager and office staff were working on continuously improving the service provided. There were quality assurance systems in place to monitor the quality of care provided to people. The registered manager used feedback from staff, people and visitors to look for ways to improve 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 5 August 2017).

#### Why we inspected

This was a planned inspection based on the previous rating.

#### 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?

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 responsive.

Details are in our responsive findings below.

Good ●

### Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

# Housing 21 – Winton Court

## 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 was carried out by one inspector and one 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.

#### Service and service type

This service provides care and support to people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted single household accommodation in a shared site or building. The accommodation is 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.

#### Notice of inspection

We gave the service 24 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.

Inspection activity started on 12 February 2020 and ended on 18 February 2020. We visited the office location on 12 February 2020.

#### What we did before the inspection

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 also reviewed the information we held about the service. This included any statutory notifications

received. Statutory notifications are specific pieces of information about events, which the provider is required to send to us by law.

We sought feedback from the local authority contracts monitoring and safeguarding adults' teams and reviewed the information they provided. We also contacted the local Healthwatch for their feedback. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with five people who used the service and eight relatives about their experience of the care provided. We spoke with six members of staff, including the registered manager, and one visiting healthcare professional.

We reviewed a range of records. This included four people's care records and medicine records. We looked at four staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

# 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

- Policies and procedures were in place to keep people safe. Staff had received training around identifying abuse and could tell us what action they would take.
- People felt safe living at the service. One person commented, "I feel so safe here I am incredibly lucky and that is all down to the staff here."

Assessing risk, safety monitoring and management; Using medicines safely

- Care records included personalised risk assessments for people. These included risks relating to falling, choking and medicines.
- Medicines were managed safely. Staff had regular training around medicines and checks of their competencies. One staff member said, "We get spot checks all the time to make sure we are doing the medicines properly and check all of our records."
- Accidents and incidents were fully investigated and outcomes from these were shared with people, staff and other agencies. There were regular audits of medicine records.

Staffing and recruitment

- Staff were recruited safely by the registered manager.
- There were enough staff to safely support people in line with their assessed needs.

Preventing and controlling infection

- Staff followed good infection control procedures and had received training in this. People told us staff wore gloves and aprons whilst supporting them.

Learning lessons when things go wrong

- Lessons learned from investigations were shared with staff to improve practice and the quality of care provided to people.

# 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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

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

- People's needs were fully assessed by staff and this information was used to create personalised care plans.
- Staff provided care and support in line with best practice guidance. Training and updates were provided to staff to reflect changes in legislation and national standards.

Staff support: induction, training, skills and experience

- New staff completed an in-depth induction which included training and shadowing sessions.
- Staff had access to regular training and could request additional training if it was required. One staff member told us, "We all get regular training, it all comes up on line and we have in house training. We can ask for any training that we want."

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

- Some people were supported with eating and drinking to make sure they had access to a healthy, balanced diet. Risks associated with this, for example choking, were also fully assessed.
- People were encouraged to be independent with their meals and had access to a restaurant based within the service. We saw staff supporting people to access the restaurant and engage in lunch time catch ups with other people, visitors and staff.

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

- People were supported by staff to access other healthcare services. During our inspection we saw one member of staff supporting someone, during their own time, to attend an appointment at the hospital.
- Care records showed staff were involved with delivering support with other health care professionals, for example the district nursing team. One staff member said, "We can ring the GP at any time and the urgent care team if someone is unwell."
- We spoke to one GP who was visiting the service to review a person. They told us, "I can't fault them (the staff). People are extremely well cared for like they are their own family. They are in contact and update us about the residents, so we have an accurate picture."

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

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to

take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA.

- Consent to care was sought and this was accurately reflected in people's care records. People's care was delivered in line with MCA and best practice guidance.
- Staff had received training around MCA and could tell us how they would assess someone's capacity to make decisions. One staff member said, "Sometimes people can't have a formal chat with us, and we look at capacity to make sure they have support with conversations."

# 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.

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 supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People were extremely happy with the support they received from staff. One person said, "The staff are like little gold stars they really brighten my day and I would be lost without them."
- Relatives told us about the positive experiences they had with staff and at the service. A relative commented, "The best thing about Winton Court is the care that my family member receives there, seeing that they are "Happy as Larry" living there means the world to me and just overall the place and staff are brilliant. The staff all take care of my family member and there is so much person centred care, the staff give my family member hugs and kisses and really spend time going the extra mile when they can."
- Staff told us they ensured people's needs were met by following care plans and speaking to people. One staff member told us, "We go out of our way to make sure the tenants are well cared for and having everything they need."
- Equality and diversity policies were in place at the service to make sure everyone was treated as an individual. Staff had completed training around respecting equality and diversity.

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

- Initial assessments were completed with people and these were used to make detailed care plans. Care records showed staff had involved people, relatives and other healthcare professionals when creating plans.
- People were asked what they wanted and how they wanted support delivered. A staff member said, "Tenants choose if they want man or woman (to support them) for example, they make the decisions."
- Staff held regular reviews with people and their relatives to make sure people's need were being fully met. If someone's needs changed care plans were quickly updated and staff informed of the changes.

Respecting and promoting people's privacy, dignity and independence

- People's independence was encouraged and supported by staff. One staff member told us, "We promote independent living as much as we can. We take nothing away and promote independence."
- Staff prompted and provided encouragement to people, for example to take medicine or to have meals. One person commented, "I am quite independent, but I get prompts to do things."
- People and relatives told us staff respected their privacy and dignity. A person said, "They really do respect your privacy and dignity and ask for consent."

# Is the service responsive?

## Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Staff knew people well and were able to provide person-centred care. Care plans were bespoke and very detailed.
- Staff completed initial assessments with people and their relatives which included their social, physical and emotional needs. People's choices were clearly recorded within these documents.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People had their communication needs assessed as part of their initial assessments and these were regularly reviewed.
- Staff were aware of AIS and could tell us of different ways they communicated with people. One staff member said, "A few people are hard of hearing so we come down to their level and speak slowly and clearly so they can see us."

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were supported by staff to access the local community. The registered manager worked with different organisations to bring the community into Winton Court so the risk of social isolation to people was reduced.
- Staff encouraged people to attend activities in the main communal lounges. This included group games, quizzes, watching films and hosting events that visitors could also attend. One person told us, "There are people to socialise with."
- Staff had created a reminiscence room so local community groups and people could come together to talk about the days gone by. This helped to start meaningful conversations for people and engage them positively.

Improving care quality in response to complaints or concerns

- There was a complaints policy in place at the service and people knew how to raise a concern.
- People and their relatives told us they had no concerns or complaints about the service.
- Any concerns received were fully investigated and outcomes used to improve the overall quality of care provided.

## End of life care and support

- Staff had received training around providing end of life support to people and had previously delivered this.

# 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

- Staff told us the registered manager had created a positive and open team culture at the service. One staff member said, "Really good staff team, help each other and work really good together."
- People and relatives told us the staff team were approachable, friendly and caring. One person said, "The best thing is the staff and they go above and beyond their duty they are more like family."
- The registered manager provided continuous support to staff. A staff member commented, "[Registered manager] is outstanding as a manager, and the whole team are outstanding. Very proud to work here and wouldn't want to work anywhere else I'm proud to work at Winton."

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

- If things went wrong the registered manager investigated all incidents and provided apologies to people.
- Outcomes from investigations were shared with staff during training sessions and supervisions as lessons learned, to help reduce the risk of similar incidents happening in the future.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The registered manager was fully aware of their legal responsibilities and was open and transparent. They submitted notifications to the Care Quality Commission for significant events which had occurred at the service, for example any accidents and incidents.
- There was a quality and assurance system in place which measured the quality of care provided to people.
- The registered manager used results from audits, feedback and investigations to improve the service.

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

- People, relatives and staff were asked regularly for their views on the service and areas where improvement was needed. This was used as part of the improvement plan by the registered manager.
- There were regular staff and tenant meetings where updates, feedback and ideas could be shared.
- Relatives and visitors were also encouraged to attend meetings to help develop and improve the service.

Working in partnership with others

- The registered manager had created links within the community and encouraged visitors to Winton Court. The local church also attended the service to enable people to still follow their faith whilst living at the service.
- There was a shop, hair dressers and restaurant which were ran by local businesses.