

Supported Care & Accommodation Ltd

Paramount Support Centre

Inspection report

68 Arnold Road
Dagenham
RM9 6AN

Tel: 02037310414

Date of inspection visit:
26 November 2020

Date of publication:
24 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service effective?

Inspected but not rated

Is the service caring?

Inspected but not rated

Is the service responsive?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Paramount Support Centre is a supported living service, providing personal care to people with learning disabilities or mental health needs. The service can support up to four people and at the time of the inspection, two people were using the service.

People lived in a shared house with their own en-suite bathroom facilities in a residential area.

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

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

The service was able to demonstrate how they were meeting the underpinning principles of 'Right support, right care, right culture'. People received a model of care that supported them to have maximum choice, control and independence. They received person centred care that promoted dignity, privacy and respected their human rights. The ethos and values of managers and care staff ensured people felt empowered and engaged in the service.

There were procedures for staff to report abuse to keep people safe. Staff followed infection control procedures. There were suitable numbers of staff in the service and they were recruited safely.

Staff were provided with training to ensure they had the skills to support people. Staff received supervision to discuss their work and told us they were supported by the registered manager.

People were supported to remain independent and lead a private life. They were involved in decisions made about their care. People maintained their health and nutrition and were able to have food and drinks of their choice. The service worked in collaboration with health care professionals, to keep people in good health.

People's communication needs were assessed. People were supported to avoid social isolation and follow their interests. There were systems to monitor the quality and safety of the service.

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

Rating at last inspection and update

This service was registered with us on 15/07/2019 and this is the first inspection.

Why we inspected

This targeted inspection was prompted in part due to the service being registered for over a year without having had an inspection. We needed assurance people were receiving a safe service and we made a decision to inspect and examine any risks to people.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

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?

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

Inspected but not rated

Is the service effective?

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

Inspected but not rated

Is the service caring?

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

Inspected but not rated

Is the service responsive?

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

Inspected but not rated

Is the service well-led?

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

Inspected but not rated

Paramount Support Centre

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 under the Care Act 2014.

Inspection team

The inspection team consisted of one inspector.

Service and service type

This service provides care and support to people living in one 'supported living' setting, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

The service had a manager registered with 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

This inspection took place on 26 November 2020 and was announced. We gave the provider 48 hours' notice because we wanted to be sure that a member of the management team was available to support us with the inspection.

What we did before the inspection

We reviewed relevant information that we had about the service. We looked at notifications of incidents the provider had sent us since registering the service. 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.

During the inspection

We spoke with one person who used the service about their experience of the support provided. We spoke with the registered manager, deputy manager and two members of staff. We reviewed two people's care records and risk assessments. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We spoke with one relative by telephone and contacted social care professionals for their feedback about the service. We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has not been rated. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk safety monitoring and management

- People were protected from harm because there were systems in place to minimise risks. These included risk assessments around people's behaviour, nutrition, personal hygiene and potential to harm themselves. Guidance was in place for staff to reduce these risks. For example, if people were at risk of seizures, staff were provided information on action they should take to prevent people coming to harm.
- Staff told us the risk assessments provided them with enough information about people to help keep them safe. A staff member said, "Yes the assessments are very good and help me understand what I need to do to manage risks."

Systems and processes to safeguard people from the risk of abuse

- Procedures were in place to protect people from the risk of abuse. People told us they felt safe. One person said, "Yes, I feel very safe here." A relative told us, "I felt very confident my [family member] was in a good service and was safe."
- The registered manager and staff knew how to take action and report incidents to local safeguarding teams for them to be investigated should there be a concern about people's safety and welfare.
- Staff had received training in safeguarding people and could identify different types of abuse, such as physical, emotional or sexual abuse. A staff member said, "I would report it immediately if I saw something going on that was wrong."

Staffing

- Staff told us staffing levels in the service were suitable for them to be able to do their jobs well. A staff member said, "We only support two people and one of them is quite independent, so we are fine and have enough staff."
- People told us they were supported by enough staff. One person told us, "Yes, there is always someone around to talk to."
- Staff were recruited safely. Records showed criminal record background checks were carried out for new staff to determine if they were safe to work with people. Staff completed application forms, provided references and proof of their identity to ensure applicants were suitable.

Preventing and controlling infection

- The service had procedures to prevent and control infections, including Covid-19. The provider ensured people using the service were aware of government guidelines such as social distancing, wearing face masks and regular hand washing to help avoid the risk of catching infections. People and staff were able to check their temperature daily by using an electronic thermometer."

- Staff used personal protective equipment (PPE) such as disposable gloves, masks and aprons when providing personal care to people. Staff told us they washed their hands thoroughly before and after providing personal care to help contain the spread of infection. A staff member said, "We support the service users to maintain their flats and keep it clean to also stop infections."

Is the service effective?

Our findings

Our findings - Is the service effective? = Good

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.

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

- Before people used the service, an assessment of their needs was carried out to determine whether the service was able to support them. These assessments covered people's health conditions, behaviour patterns and levels of independence.
- The assessment also took into account any specific preferences the person had, such as their interests and religious beliefs. These were set out in people's care plans to enable staff to get to know the person.

Staff support: induction, training, skills and experience

- People and relatives told us staff were knowledgeable and understanding of their needs. One person said, "Yeah, they are very good and know what they are doing." A relative said, "The staff and managers are very professional and seem well trained."
- Staff received training before they started working in the service. We saw staff had completed their induction and training in topics such as safeguarding adults, learning disabilities and autism and infection control. A member of staff told us, "The training was very good and helped me learn."
- Staff discussed their work in supervision meetings with the registered manager including any concerns they needed to discuss. Staff told us they felt supported by the registered manager. One staff member said, "[Registered manager] is very good and very experienced. She is very supportive and helpful."

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

- People were supported to live healthier lives and had access to health services. They were encouraged to prepare meals for themselves and eat as healthily as possible. One person told us, "The staff help me with shopping and cooking. I get to eat the foods I like."
- Records showed people had access to health professionals such as GPs and young people practitioners for additional support and to ensure they had regular checks on their health. A social care professional told us they worked well with the service and said they were responsive and caring towards people they supported.
- People's records contained a Hospital Passport which contained important information for hospital staff about their needs, should they be admitted to hospital. We noted the passports were not dated to confirm their validity. The registered manager took immediate action to ensure they were valid and in date.

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.

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Ensuring people are well treated and supported; equality and diversity

- People told us staff were respectful and caring. One person told us, "Very respectful and friendly. They are really good and we can have a good laugh and chat." A staff member told us, "I have got to know both our service users well and I understand how to support them."
- Staff were aware of people's protected characteristics such as race, disability, religion and sexual orientation. People were supported to make their own choices and live a private life. A staff member said, "I have an awareness of equality and diversity and making sure people are respected as individuals. I treat everyone fairly and don't discriminate them."

Respecting and promoting people's privacy, dignity and independence

- People's privacy was respected by staff. They received care and support that was dignified. One person said, "My privacy is respected all the time. I like to spend time in my flat and the staff let me get on with things." A staff member said, "We prompt people to do their own personal care and we respect their privacy and try not to invade their space. I always knock first before entering their flat."
- Staff also told us they understood the importance of confidentiality. They understood their responsibility not to share confidential information about people in the service.
- People in the service were supported to maintain their own independence but some people required support and encouragement with their personal care. Staff also supported people to maintain their tenancy for their flat and with managing their finances. One person's care and support plan stated, "[Person] needs support and supervision in preparation of meals and can eat independently." This reflected people's levels of independence so they could be supported appropriately.
- People retained choice and control over how their care and support was delivered, if they had capacity to do so. Records showed where people had less capacity to make informed decisions, they were supported to make decisions that were in their best interest.

Is the service responsive?

Our findings

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

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

- People received care and support according to their individual needs and wishes. Individual care and support plans were in place that included details of people's histories and preferences. They also included details of people's cultural or religious beliefs. One person enjoyed singing, writing and making music and staff supported them to do this.
- People's support was reviewed when needed and involved the person and their representatives so that any changes in their needs were known and understood. One person told us, "I am very happy with the service and enjoy staying in the flat."
- Staff told us they updated each other during shift handovers and shared important information to ensure actions were followed up or taken in relation to each person's care and support.

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 to maintain family relationships they had and meet social care professionals, to help avoid social isolation. People were encouraged to pursue their interests and staff supported them should they wish to. The registered manager said, "We try to encourage people to follow their interests more as they have talent which they can develop but they do not always want to. That is their choice and we respect that."
- Activities people took part in included family visits, shopping, using public transport, making music, playing games and eating out. Staff accompanied people outside if this was appropriate and part of their support needs.

Meeting people's communication needs

From August 2016 onwards all organisations that provide adult social care are legally required to follow the Accessible Information Standard (AIS). The standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of people who use services. The standard applies to people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People received easy read versions of information about the service. Their communication needs were described in their care plans. Staff told us they used communication tools for some people whose speech was limited. For example for one person, their support plan stated, "[Person] understands basic verbal prompts and use of PECS (picture exchange communication system)."
- People told us staff communicated with them well. One person said, "The staff listen to me and speak to

me. I can talk a lot and we get on well."

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.

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

- The registered manager was also the director of the service. They had recently recruited a deputy manager to support them. They told us they ensured the service was safe by carrying out checks on care records and visiting people and staff on a daily basis. Records showed they took action to investigate incidents, such as if staff did not follow procedures.
- The registered manager knew of their responsibility to notify the CQC and other authorities of any incidents or safeguarding concerns that took place in the service.
- Staff were clear about their roles and responsibilities to keep people safe and support them to live as independently as possible.

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

- People told us they felt engaged with how the service was run. They were able to provide their day to day feedback about the service and make requests about things they would like to help improve their experience. A relative said, "The communication is very good from the service. They keep me up to date."
- Staff participated in meetings where the registered manager ensured important information was shared and distributed to staff. Staff could also discuss issues or concerns. Staff told us they were supported by the registered manager. A staff member said, "[Registered manager] is very nice and approachable. We can contact them at any time."

Continuous learning and improving care

- The registered manager told us they understood the importance of learning lessons to help make improvements to the service. We noted they had identified where staff could have responded more promptly following an incident. The registered manager said, "I have discussed this with staff and they have learned from it."
- The provider had yet to formally ask people, relatives and professionals about their thoughts and opinions on the service and what they could do better. The registered manager told us they would progress this to help analyse the feedback and drive further improvements in the service. A relative said, "The manager was approachable and friendly and had a good manner."