

Priory Education Services Limited

Priory Highfields

Inspection report

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Date of inspection visit:
19 November 2019

Date of publication:
02 January 2020

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Priory Highfields is a residential care home providing personal care to 8 younger adults with learning disabilities and autism at the time of the inspection. The service can support up to 8 people. Priory Highfields accommodates 8 people in three separate buildings. The service also provides a day service for one person.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

Although people were unable to tell us about their experience of living at the home, we observed their interactions with staff. We found people were confident to approach staff for support and appeared relaxed around them. Relatives told us they were confident their family members were safe. Staff knew how to identify and report concerns relating to people's safety. Risks were assessed and managed to reduce the risk of harm. People received support to take their medicines safely and systems used for the management of medicines were safe. Staff were available to meet people's care and support needs and to spend time away from the home taking part in hobbies or interests.

Relatives and staff felt the service was well managed. Staff told us they felt the registered manager was approachable and they felt valued. People, relatives and staff were given opportunities to share their views about the service. The registered and deputy manager carried out regular auditing to ensure the quality of care provided was good. There was a culture of continuous learning, which was driven by the management team.

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

Rating at last inspection

The last rating for this service was good (published 17 January 2018).

Why we inspected

To assure ourselves the service was meeting people's needs, that staff had the necessary skills and experience and the management processes were effective we completed a focused inspection. We reviewed the key questions of Safe and Well Led only.

We reviewed the information we held about the service. No areas of concern were identified in the other Key Questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those

Key Questions were used in calculating the overall rating at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Priory Highfields on our website at www.cqc.org.uk.

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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

Priory Highfields

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 conducted by one inspector.

Service and service type

Priory Highfields is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. 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.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and commissioning teams. 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 used all of this information to plan our inspection.

During the inspection

We met all of the people living at the home. We were unable to hold conversations with people due to their complex needs, so we observed how staff interacted with people. We spoke with four support workers, the deputy manager and the registered manager. We looked at two people's care records, medicines records, details of incidents involving positive behaviour support, health and safety and quality assurance records. We also looked at recruitment records for two staff members.

After the inspection

As the people living at the home were not able to tell us verbally about their experiences, we spoke with two relatives.

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

- Relatives told us they were confident their family members were safe. One relative said, "[Person] is safe. I can tell they are happy living there by their communication." We observed staff interacting with people throughout the inspection. We saw people felt comfortable to approach staff and were confident to request support when needed. Where people became anxious or distressed they approached staff for assistance.
- Staff had received training in how to keep people safe and told us they were confident people living at the service were safe. One staff member said, "I think the people here are really safe. It's one of the things that keeps me working here. I'm confident the registered manager acts when there are any concerns."
- Staff knew how to report any concerns or signs of abuse. They were aware of the impact staff culture could have on people's support and were mindful to report any concerns to the registered manager. The registered manager was aware of their responsibilities in relation to safeguarding and had made referrals to the local authority and submitted notifications to CQC as required by law.

Assessing risk, safety monitoring and management

- There were comprehensive risk assessments in place to offer guidance to staff about how to safely support people. For example, risks had been assessed for a person's diabetes and this included information about how their health needs may affect their communication and behaviours.
- Staff we spoke with were aware of people's individual risks and shared with us techniques they had been trained to use to reduce the likelihood of people being harmed. Some people living at the service required support to manage difficult or distressed behaviours and staff received training and clear guidance about how to do this safely.
- The deputy and registered manager's knew people well and reviewed incidents and information about risks regularly. Care plans were updated to ensure staff had information about people's current needs.
- Emergency evacuation plans were in place and during the inspection we observed a full evacuation due to the fire alarm sounding. People knew what action to take upon hearing the alarm and were supported calmly and safely by staff to the designated meeting point.

Staffing and recruitment

- All of the people living at Priory Highfields received one to one staff support during their waking hours. We observed there were enough staff to support people with activities, personal care, meals and transport. People received staff support to take part in activities they enjoyed and while spending time at home, staff were available on hand, if needed.
- Relatives told us they felt confident there were enough staff to support people to live their lives according to their wishes. One relative said, "Some of the staff are amazing. [Person] is always out somewhere. Swimming, horse riding, visiting the zoo or going on local walks. The staffing is as it should be."

- Staff had been recruited safely. The provider had carried out appropriate checks on staff members to ensure they were safe to work with vulnerable people.

Using medicines safely

- People received their medicines as prescribed. Systems used for the management of medicines were safe. Medicines were administered, stored and disposed of safely.
- The registered manager told us they and the staff team had been working with other professionals to try to reduce the use of medicines used to help people manage their behaviours. Medicines reviews had taken place, where appropriate, to try and reduce the number of occasions where medicines were being given to people who were anxious or distressed. Positive behaviour support techniques were being introduced as an alternative to medicines. This promoted people's independence and reduced the need for additional 'as required' medicines.

Preventing and controlling infection

- People were protected from the risk of infection. The home environment was clean.
- Staff had access to personal protective equipment (PPE) such as gloves and aprons and used these when supporting people with personal care.
- Audits were undertaken to ensure infection control policies and procedures were being followed and to identify any areas of concern.

Learning lessons when things go wrong

- Staff understood their responsibility to report incidents and accidents. The deputy and registered manager reviewed all incidents in depth and any incidents involving positive behaviour support were reviewed by the provider's positive behaviour support lead. Where learning was identified, care plans and behaviour support plans were reviewed and updated to reflect any changes or improvements to people's care and support.
- The deputy manager told us they and the registered manager carried out regular quality walkarounds to observe staff practice. This enabled them to support staff to make immediate changes or improvements to the way they supported people. A daily handover meeting held with senior support workers also offered an opportunity to discuss any concerns and agree actions to reduce risks.

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; 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

- Relatives and staff told us they felt the service was well led. One relative said, "I am confident in the management team. I email the deputy manager weekly and they respond to any concerns." A staff member also commented, "[Name of registered manager] gives clear management and expectations. They act on any concerns or complaints."
- The registered and deputy managers promoted a positive, open culture which was reflected in feedback from staff who told us they felt valued.
- The registered manager told us, "We observe interactions and spend time in the homes; you get a feel for the culture. The nature of things that are brought to me by staff gives me confidence they would report anything concerning."
- The registered manager was aware of their responsibilities under the Duty of Candour. The Duty of Candour is a regulation which all providers must adhere to. Under the Duty of Candour, providers must be open and transparent, and it sets out specific guidelines' providers must follow if things go wrong with care and treatment.

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

- The registered manager understood the legal requirements to notify CQC of incidents of concern, including safeguarding allegations.
- The registered and deputy managers regularly reviewed the quality of care people received. They completed audits on care and medicines records and took action where inconsistencies were identified.
- The management team had a clear action plan, which included any concerns or areas for improvement identified through audits. The provider also had systems in place to review incidents or concerns to ensure appropriate action had been taken.

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

- People's views, feelings and behaviours were recorded by staff during day to day interactions. Where new information was identified about people's likes or dislikes, care plans were updated and information shared with staff.
- Relatives told us they were able to contact the registered manager to raise any queries or concerns. One

relative said, "The management have been very happy to sort things out. Whatever we say is taken on board, the management do listen."

- Staff told us they felt able to share feedback with the registered manager. One staff member said, "I know I will be listened to. The service we provide, staff are encouraged to give people the best life, if there are new ideas we are listened to and it's done."

Continuous learning and improving care

- The registered manager was striving to continually improving the quality of care people received. This was reflected in feedback received from staff. One staff member said, "Any ideas are taken seriously. It feels like we are always improving, trying to give people the best quality of life."

- The registered manager was supported by other professionals working on behalf of the provider to review incidents and events and identify potential improvements. This included working with a speech and language therapist and the positive behaviour support lead. By analysing and reviewing incidents and reflecting on people's behaviours; the registered manager aimed to improve the quality of care people received and reduce the number of incidents.

Working in partnership with others

- Staff worked alongside people's relatives to understand people's life histories and personal experiences. Relatives spoke positively about the staff team and felt well informed about their family members care and support.

- The staff and management team worked in partnership with a range of other professionals to meet the needs of people living at the home. This included the community learning disability team, psychiatrists as well as other health professionals.

- People were encouraged to become active members of their local community. One staff member commented, "People use their local community, they are known in the area. People always remark about what a great life our residents have, meals out, cinema, disco and church. They are part of where they live."