

The Disabilities Trust

Disabilities Trust - 1 Westfield Road

Inspection report

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Tel: 01908366168

Date of inspection visit:
07 April 2017

Date of publication:
04 May 2017

Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

This inspection took place on 07 April 2017 and was unannounced.

Disabilities Trust - 1 Westfield Road is a residential care home which provides accommodation and personal care for people with high functioning learning disabilities or autism. The service is registered for up to three people and there were three people living there when we carried out our visit.

At our previous inspection on 21 December 2016 we found that one legal regulation was not being met. The quality assurance systems in place at the service were not sufficient to ensure the provider was able to assess, monitor and improve the quality of care at the service. Checks and audits which were in place were not carried out regularly or used effectively to ensure the quality of care at the service was monitored. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We asked the provider to send us an action plan to tell us how they intended to meet this regulation. They stated that they would have met it by 28 February 2017. We carried out this inspection to see if they had taken the action they reported they would.

We found that there had been improvements to the quality assurance systems in place at the service. Internal checks and audits were completed on a regular basis to identify areas for improvement and those which required updating. Action plans were implemented and the checks and action plans were supported by further checks by the provider to help monitor the service.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

The service was not consistently well-led.

We found that there had been improvements to the quality assurance systems in place at the service. Checks and audits had been improved and action plans were used to help develop the service.

We were not able to change the rating for Well-led to good, because to do so would require consistent good practice over time. We will review this during our next comprehensive inspection of the service.

Requires Improvement ●

Disabilities Trust - 1 Westfield Road

Detailed findings

Background to this 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 was planned to check 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.

This inspection took place on 07 April 2017 and was unannounced. It was carried out by one inspector.

Before this inspection we reviewed all the information we held about the service, including the previous inspection report and the provider's action plan following that inspection. We also looked at data we held about safeguarding incidents and statutory notifications. Statutory notifications contain information about important events at the service which the provider is required to send to us by law.

During the inspection we spoke with the registered manager, the deputy manager and the team leader to discuss the improvements which had been implemented since our last inspection.

We also reviewed the quality assurance processes which had been implemented and looked at other records to see how effective they had been. This included one person's care file to see if changes had been made as a result of checks and audits.

Is the service well-led?

Our findings

During our previous inspection on 21 December 2016 we found that the service did not have systems in place to assess, monitor and improve the quality and safety of the care being provided. Audits and checks had not been completed on a regular basis, despite weekly, monthly, quarterly, six monthly and annual checks being scheduled. There was a lack of robust plans in place to help drive improvements at the service. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) 2014.

During this inspection we found that the provider had made improvements in this area. At the previous inspection we identified that the deputy manager and the team leader were relatively new to their roles and had not had time to implement effective quality assurance systems before our visit. This time we found that there had been significant changes to the systems in place.

The team leader explained to us that they were responsible for ensuring checks and audits were carried out regularly at the service. They showed us that they had worked to ensure there was a robust schedule in place for checks to be completed in areas such as infection control, maintenance, care plans and medications. We saw that this schedule clearly stated each month when audits were due to be completed and at the start of each month they were allocated to individual staff members. The team leader explained that they tried to rotate audits around staff so that the areas being checked were regularly seen by different pairs of eyes. This helped to ensure audits were robust and concerns were not missed.

There were also systems in place to gather the actions from each of the checks carried out into a central action plan. The team leader told us, and records confirmed, that they checked each audit which had been carried out to ensure they had been fully completed and to gather any actions from them. These were summarised on an internal action plan and the registered manager told us that they also fed into a more detailed action plan, which was sent to the provider each month. We reviewed this and saw that the action plan stated how actions would be resolved and demonstrated that issues had been followed up.

We looked at one person's care plan and saw that it had been regularly reviewed since our last inspection. Audits and checks had been carried out to ensure that the information contained within the plan was an accurate reflection of the person's care and support needs. This demonstrated that the improvements to the quality assurance procedures at the service had led to improvements in the care that people received.

We also saw that recent audits of the service carried out by the provider and the local authority had highlighted the improvements made at the service.