

Voyage 1 Limited

703 Burton Road

## 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?	Good ●
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

This inspection took place on 2 November 2015 and was unannounced.

The service was registered to provide accommodation and personal care for up to five people with a learning disability. At the time of our inspection five people were using the service. This was the first inspection of this service.

The service had a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People were supported to take risks at home and when out and encouraged to be independent and learn new life skills. Risks were assessed and reviewed to keep people safe and protect them from avoidable harm. People were protected from unnecessary harm by staff who knew how to recognise signs of abuse and how to report concerns in line with local safeguarding adult's procedures.

Medicines were managed safely to ensure that people received their medicines as prescribed and to keep well.

People were supported to maintain their preferred diet and were supported to plan, and prepare their meals when they wanted to eat. Staff knew how to support people to eat well and develop the skills needed towards independence. There were sufficient numbers of staff to meet people's need.

People's consent was sought before care was delivered. Where people lacked capacity to make certain decisions; decisions were made in consultation with people who were important to them and made in their best interests.

People were treated with kindness and compassion by staff who knew them well. People were given time and explanations to help them make choices. We saw that people's privacy and dignity was respected and people were called by their preferred name.

People received personalised care and were confident that staff supported them in the way they wanted to be supported. Staff knew people's likes and dislikes and care records reflected how people wanted to be supported and how care was provided.

People knew how to make complaints and they felt that the staff and registered manager were approachable. Complaints were managed in line with the provider's complaints procedure and people were informed of any investigation and actions.

Staff felt well supported by the registered manager and provider. Regular quality checks were completed people could comment on the quality of service provision. Where necessary, improvements were made to 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 safe?

Good ●

The service is safe

People felt safe and relatives felt confident that people who used the service were safe. People were supported to take risks and there was sufficient staff to support them. People were supported to take their medicines to keep well.

### Is the service effective?

Good ●

The service is effective

People were supported to plan and prepare their meals to maintain a healthy diet. People's consent was sought before support was given. Decisions were made in people's best interests where they did not have the capacity to do this for themselves. Staff were trained to meet people's identified needs and people were supported to access healthcare services when they needed them.

### Is the service caring?

Good ●

The service is caring

People told us and we saw that they were treated with kindness and compassion by staff who knew them well. People were given the support they needed to make choices and were encouraged to maintain important relationships. People's privacy and dignity was respected.

### Is the service responsive?

Good ●

The service is responsive

People receive personalised care to meet their individual preferences. They were involved with reviewing their care to ensure it continued to meet their needs. People knew how to complain and complaints were responded to.

### Is the service well-led?

Good ●

The service is well led

There was a positive culture in the service and staff felt supported by the registered manager and provider. Effective systems were in place to assess and monitor the quality of the service and people could contribute to the development of the service to help make improvements.

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# 703 Burton 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. The inspection was planned to check whether the provider was 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.

We visited the service on 2 November 2015. The inspection team consisted of one inspector, the inspection was unannounced. This was the first inspection of the service.

We checked the information we held about the service and provider. This included the notifications that the provider had sent to us about incidents at the service and information we had received from the public. We used this information to formulate our inspection plan.

On this occasion, we had not asked the provider to send us a 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. However, we offered the provider the opportunity to share information they felt was relevant.

We spoke with four people who used the service, two relatives and friends, four members of care staff and the operations manager. We did this to gain people's views about the care and to check that standards of care were being met.

We observed how the staff interacted with people who used the service.

We looked at two people's care records to see if their records were accurate and up to date. We also looked at records relating to the management of the service including quality checks.

# Is the service safe?

## Our findings

People told us they knew how to keep safe in their home and when going out and were supported to take responsible risks. People were supported by staff when they went out but were encouraged to develop life skills. One person told us, "I stand by the kerb and look both ways when I cross the road. The staff always check to see if it's safe with me." One member of staff told us, "People here take the lead with their care and we support them to do what they want and need to do safely." One person showed us their care records and we saw this matched how they told us they wanted to be supported and how to reduce any identified risks.

People told us they were happy with the level of support provided. Some people received individual support hours to ensure their safety. One person told us, "I can go out when I want to, but I like to stay here too." The staff told us the support provided was flexible and took into account planned activities during the day. One member of staff told us, "Staffing is flexible, so where people are anxious or need extra support, or a hospital visit, then more staff are provided." We saw there were sufficient staff on duty to meet people's needs. The level of support was reviewed with the person and people who commissioned the service to ensure it continued to meet their needs and we saw the agreed support was provided.

Staff had a good understanding of how to protect people and told us they knew people well and would be confident in addressing potential abuse or harm. The staff knew the action to be taken to escalate concerns and knew about the whistleblowing procedure and how to use this. One member of staff told us, "We've had information on whistleblowing and I'm sure that it would be dealt with, though I've never had to do it." Where incidents of harm had occurred within the service, the provider had reported these to ensure they were investigated and reviewed to prevent avoidable harm.

People were supported to take their medicines with staff. One person told us, "I know when I have to take my tablets and the staff help me." Staff told us that they only supported people to take medicines after they had received training. One member of staff told us, "I've been trained to give medicines. I had to talk through what I was doing with a senior member of staff and show them I knew what I was doing. There's a book here that tells you what all the medicines are for, so I know where to look if I need to." Staff underwent annual competency checks for administering medication. We saw medication systems and records monitored whether people had their medicines and staff understood why people needed the medicines they took.

When new staff started working in the service, they told us that that recruitment checks were in place to ensure they were suitable to work with people. These checks included requesting and checking references of the staffs' characters and their suitability to work. One member of staff who had been recently recruited to the service told us, "I couldn't start her until all the checks had come back. I feel like so lucky to be able to work here."

## Is the service effective?

### Our findings

People were supported to be responsible for their own shopping budget. One person told us, "I go out shopping and buy what I need. The staff help me to plan what I need and we've got our own cupboard to put our food in." One member of staff told us, "People can have a choice and change their minds. If people want something different to eat than they planned, then that's what we help people to prepare." Staff knew people's dietary preferences and one member of staff told us, "Some people like their routine and it's important that on some days we help them to prepare certain meals. We know this, so always make sure these foods are bought." A new kitchen was being fitted and people chose to have fish and chips from a local shop as the kitchen appliances had not been installed. One person told us, "I can't wait for it to be finished and I love the new cooker." The manager had made arrangements for people to have access to a variety of different food during the installation to ensure people could still choose what to eat.

We saw that consent was sought before staff provided support for people. People told us that they had the ability to make everyday decisions about their care and support. Where people lacked capacity to make important decisions, we saw that people's capacity had been assessed and decisions were made in their best interests by people who were important to them. The Mental Capacity Act 2005 sets out requirements that ensure where appropriate; decisions are made in people's best interests when they are unable to do this for themselves.

Some people had been assessed as not having the capacity to make a decision about how safe they were when they were out of the home alone. An application had been made to lawfully restrict their liberty. The Deprivation of Liberty Safeguards (DoLS) are for people who are unable to make a decision about where or how they are supported and they need someone else to make this decision for them. Staff understood their role in relation to this restriction and we saw people were supported as agreed. One member of staff told us, "I've done the training for mental capacity and DoLS. For me, it means don't assume. I know some people here have a DoLS order so they can only go out if they have our support. I know though, we must always look at the least most restrictive option."

People were supported to access health care independently and with support. One person who used the service told us, "The staff will come with me if I ask, but I just go on my own when I need to and let the staff know." One member of staff told us, "We support people to take responsibility for their own health needs, but of course we support people where this is needed. We always remember this needs to be done sensitively." Another person told us, "I go with my family. The staff ask me who I want to go with." A member of staff told us, "When people have gone to hospital we stay with them to make sure they are supported. People mean a lot to us and we wouldn't leave people alone and scared."

New staff completed an induction into the service and were working towards completion of the Care Certificate. The Care Certificate sets out common induction standards for social care staff. It has been introduced to help new care workers develop and demonstrate key skills, knowledge, values and behaviours which should enable them to provide people with safe, effective, compassionate and high quality care. One member of staff told us, "I've been completing all the modules and we've just had training for person



centred planning. This has been really useful and part of it involved designing a review and having to role play, so we knew what it was like. It really has helped me and I'm looking forward to being involved with the real reviews. They look brilliant."

# Is the service caring?

## Our findings

People told us and we saw that staff were kind and caring. We saw caring interactions between people and staff and saw them support people differently according to their preferences. Where people had limited verbal communication we saw staff using gestures and used language that was meaningful to that person. One person liked to say hello by touch. We saw staff were comfortable with any contact and the person smiled and laughed with them. One person told us, "I like the staff and they like me. Me and [staff name] are good and they help me when I need it." Another person told us, "All the staff are great. I like them all." Relatives and friends we spoke with told us they were pleased with the support provided and one friend told us, "I've never had a moments doubt about the staff."

We saw that people were given the explanations and time they needed to make choices. For example, we saw people were asked how they wanted to spend their time including where to eat, as food could not be prepared in the kitchen. Staff gave people time to answer and consulted with everyone.

People told us they were supported to keep in contact and maintain relationships with their family and friends. One person told us "I see my family all the time and they can visit any time." Another person told us, "The staff help me to visit my family. I like it when I stay there too." Relatives told us they were welcomed into the home and with consent from people who used the service were encouraged to be involved in planning and review of care.

We saw that people who did not have family support had access to an advocate to speak up on their behalf if needed. Advocates represent the interests of people who may find it difficult to be heard or speak out for themselves. One person told us "I have an advocate who helps me to decide what to do. They help me a lot and always have done. They help me make some decisions and I like them to come to hospital with me." Staff told us that they knew the person wanted support from their friend and advocate and they were enabled to be involved and played an important role in their support.

People told us and we saw that their privacy and dignity was respected. We saw that people were able to choose to spend time in their rooms; some people chose to have their doors closed. Staff were aware when people had requested privacy and we saw this was respected. Staff asked people if they wanted to speak with us and they were able to choose whether to speak in private or to speak with us and have staff to support them.

We heard staff refer to people by their preferred name. For some people this was by their first name, for others it was more formal and Mr [person who used the service]. We saw staff speaking with people in a respectful manner.

People told us that they were able to choose how they received their care. One person told us that they liked to choose their own clothes and the staff listened to their choices. They told us, "I chose my own clothes to wear and I picked everything for my bedroom. I get to say how it is" Another person told us, "I can get up late and they don't wake me up." We saw that staff respected their wishes.

## Is the service responsive?

### Our findings

People were supported to manage and lead any review of their care. People told us they chose who to invite to their review and they presented information to the people at their review. One person told us, "I talked about where I'd been and what I'd been doing. There were photographs so everyone could see it too." One member of staff told us, "The reviews here aren't just a token exercise. It really is a true person centred review. People take responsibility and ownership for their review and each one is different. [Person who used the service] enjoys a joke and their review included jokes they wanted to tell people. This helped them to feel at ease and talk about everything else they wanted to talk about." We saw copies of reviews which people presented. They were designed on large presentation sheets and used language people which people understood.

People spoke with us about their hobbies and interests and told us they enjoyed going out shopping, to musical events and spending time with family and friends. One person told us, "I love going to the disco. I like to dance." People visited a local forestry centre and on their return one person told us, "I like walking and I like it there. We had a nice hot drink afterwards because it was cold today." One member of staff told us, "People will go out together but we're very big on people doing their own thing when out, it just makes sense to share the transport, just like you would with friends."

People told us they were supported to develop and maintain skills they needed to be independent. One person told us, "I like to do my own laundry. I sort my clothes out into loads for the washing machine and when they're dry I iron them." Another person told us, "The staff here are good and help me to go out. I like to go to Burton and go to the shops." A relative told us, "They have an excellent social life, better than most people I know."

People told us they liked to go to a local community centre for social events and to take part in voluntary work. One person told us, "I love going there. It has lots on and lots of different people go and we get to help out too." One member of staff told us, "It's the only place I know where you get a real sense of community. People from every walk of life go there and people are so friendly. People here love to help out too and help serve meals to people." A senior manager told us, "People are well known in the community and really are part of Swadlincote."

A Halloween party had been organised and family and friends were invited. One person told us, "We had fun and we all dressed up for it. The party was really good." A member of staff told us, "We always invite family and friends to any social event. People really like it that way. This weekend we really had a great time. We even had a fake coffin and dummy Halloween figure. It was brilliant and everyone had a laugh and a good time."

People we spoke with told us that they would speak to the staff if they had any concerns about the quality of care provided. One person told us, "If the staff weren't being good to me, I'd talk to [staff name]. If they weren't here I'd talk to the manager." Friends and family members we spoke with told us that they would not hesitate to raise concerns. One relative told us "If I've ever had to complain or raise anything, I've always

had a letter and been told of any actions. I can't fault them there." The provider had a complaints policy in place which was also available in an easy read format which people discussed with us.

## Is the service well-led?

### Our findings

The staff told us the home was managed well and their views and suggestions were taken into account. They told us the manager and provider promoted an honest and fair culture.

People who used the service, their family and professionals were consulted about the quality of the service during the annual service review. People were sent questionnaires to complete and also invited to an Open Day, where people had an opportunity to meet family and staff and refreshments were served in the garden. The staff told us that people were encouraged to ask questions about the service, review the development plan and actions and spend time with staff. One relative told us, "The manager is very creative at looking at different ways we can be involved." We saw that comments from the last annual review were positive and included, 'We are now involved more' and 'Staff have patience and give encouragement.'

A daily and weekly audit was completed for how the service operated, a review of the number of staff and how support was provided. We saw any concerns or grievances were recorded and safeguarding concerns were highlighted with senior managers. The operations manager told us, "The system we use highlights concerns to all the senior managers so it can be acted on. We all take responsibility for ensuring a response is given and for keeping people safe. We have to ensure the service is well managed."

The provider carried out a comprehensive quality assurance review and we saw the last review was positive. The provider had identified minor improvements and we saw the manager had acted on these immediately and within the agreed timescale for action. One member of staff told us, "The manager wants everything to be right and will do whatever needs to be done to make sure the home is run well and people get what they need to get where they are going."

The provider had a clear set of values in place to promote people's independence and empower them. The staff were clear of their role and spoke passionately about these values and how they incorporated these into their work. One member of staff told us, "The service has progressed under Voyage to more individualised support and the manager is so passionate and committed. She really is pro-active and she is 120% committed to people here." Another member of staff told us, "This is not just a job for us. We are all absolutely committed to ensuring people here have a rich and fulfilled life." Another member of staff told us, "This place is brilliant. This is the best job I've ever had and the people and staff here are amazing. The manager here listens to everyone but is not afraid to challenge people where people's interests are concerned."