

Supporting Choice Ltd

Supporting Choice

Inspection report

Unit 2, Eastfield Link Centre
Link Walk, Eastfield
Scarborough
YO11 3LR

Date of inspection visit:
16 January 2020
24 January 2020

Date of publication:
06 March 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?	Outstanding ☆
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service

Supporting Choice is a domiciliary care service providing personal care to people living in their own homes. The service specialises in supporting younger adults and older people with a physical disability, sensory impairment, mental health needs, dementia, a learning disability or autistic spectrum disorder. At the time of our inspection two younger people were using the service and received 24-hour care and support in their own homes.

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

People received exceptionally person-centred care and support to meet their needs and improve their quality of life. Staff were highly motivated, innovative and person-centred in the way they planned and delivered people's care and support and encouraged people with activities. Very detailed care plans were regularly reviewed and updated to make sure staff had accurate information and guidance on how best to meet people's needs. Staff worked hard and went the extra mile to make sure people received the care and support they needed and to improve their quality of life.

Staff were safely recruited and trained to meet people's individual needs. The registered manager made sure enough suitable, experienced staff were available to support people.

Risks were assessed and managed by staff who had been trained to protect people from abuse and the risk of avoidable harm.

Staff completed a range of training and were very well supported by the registered manager who nurtured and encouraged them to build their confidence and continually learn and develop in the role.

People received effective care. Staff worked closely with people, relatives and professionals to make sure they provided effective care. They continually reviewed how people's needs were met and were proactive in making suggestions or seeking additional advice, guidance and support when needed.

People shared positive and caring relationships with the staff who supported them. Staff were kind, caring and respectful. They provided person-centred care to help maintain people's privacy and dignity and promote their independence.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Staff knew people's communication needs and used accessible information to help them understand choices and make decisions.

There had not been any complaints about the service. People felt able to speak with staff or management if they did ever have any issues or concerns. The registered manager was extremely approachable. They promoted a person-centred culture and focussed on making sure staff felt valued. The registered manager continually monitored the service to make sure people were happy with the support provided and it safely met their needs.

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

Rating at last inspection

This service was registered with us on 14 February 2019 and this was the first inspection.

Why we inspected

This was a planned inspection based on when the service was registered.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection 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 effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service responsive?

Outstanding ☆

The service was exceptionally responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Supporting Choice

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. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Supporting Choice is a domiciliary care agency. It provides personal care to people living in their own homes.

The service had a manager registered with the CQC. A registered manager 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

The inspection was announced; we gave the provider 48 hours' notice of the inspection. This was because the service is small, and we wanted to be sure the registered manager would be available to speak with us when we visited.

Inspection activity started on 16 January 2020 and ended on 23 January 2020. We visited the location offices on both of these days.

What we did before the inspection

We reviewed information we had received about the service since it registered. We sought feedback from the local authority and Healthwatch. 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 this information to help plan our inspection.

The provider was not asked to complete a provider information return before 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 the two people who used the service and their relatives. We also received feedback from four health and social care professionals. We spoke with the registered manager, who was also the provider's nominated individual, and three members of care staff. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed both people's care records, including their medication administration records and daily notes. We looked at three staff's recruitment, induction, training and supervision records as well as other records relating to the management of the service.

After the inspection

We continued to review evidence from the inspection and seek clarification from the provider to validate evidence found.

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 been rated good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- People were supported by staff who had been safely recruited and checked to make sure they were suitable to work with adults who may be vulnerable.
 - People received care and support when they needed it; a person told us, "If I need anything they are here."
- The registered manager created rotas and made sure all shifts were covered by suitably trained staff.

Assessing risk, safety monitoring and management

- People received safe support to meet their needs. They told us staff knew them well and they felt safe with the support they provided.
- Staff were trained and had a good understanding of how to support people to promote their independence whilst minimising risks.
- People's needs were thoroughly assessed, and detailed plans were in place to guide staff on how to safely support them.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse or avoidable harm. Staff had been trained and understood their responsibility to identify and report any safeguarding concerns.
- A person who used the service had also been supported to complete safeguarding training to help them identify and understand what to do if they experienced abuse or neglect.
- There had not been any safeguarding concerns. The provider had a policy and procedure setting out their approach to safeguarding and the registered manager understood what to do if any incidents occurred.

Using medicines safely

- People's medicines were managed and administered safely. Staff had been trained and observed administering medicines to make sure they did this safely and in line with good practice guidance.
- Some medicines are prescribed to be taken only when needed. We spoke with the registered manager about using monitoring charts and recording more information to guide staff on when and how much of these medicines to administer. They agreed to address this.

Learning lessons when things go wrong

- There had not been any accidents or incidents involving people who used the service.
- The registered manager showed us the systems in place to report, record and monitor accidents and incidents and to make sure lessons would be learned if things did go wrong.

Preventing and controlling infection

- People were protected against the risk of infection; staff had been trained and used personal protective equipment, such as gloves and aprons, to reduce the risk of spreading germs or healthcare related infections.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Staff support: induction, training, skills and experience

- People were supported by experienced and well-trained staff to meet their needs. One person said, "The staff are very good." New staff completed a wide range of training and shadowed other more experienced workers to learn how best to support people.
- Staff felt supported and empowered by the registered manager to provide safe and effective care. A member of staff said, "The support from management is fabulous, they are there to support us, which makes us better as support workers. It's a lovely place to be working."
- Staff were encouraged to complete more advanced training to help them continually improve and develop. A member of staff explained, "[Registered manager's name] is genuinely an amazing person. They would do anything for anyone and want people to do well, they build your confidence."
- Regular supervisions were used to monitor staff's performance and focus on their wellbeing. Plans were in place to complete annual appraisals once staff had been employed for more than a year.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law; Staff working with other agencies to provide consistent, effective, timely care

- People's needs were thoroughly assessed before they started using the service and detailed care plans had been put in place to guide staff on what support was required.
- Care and support was planned and delivered in consultation with people, their relatives and professionals to make sure it effectively met their individual needs and reflected their preferences.
- Staff worked closely with health and social care professionals to make sure the care and support they provided was effective and based on good practice guidance. A professional said, "The team have reacted quickly and effectively to any request I've had."

Supporting people to live healthier lives, access healthcare services and support

- People were supported to live healthily and receive medical attention when needed.
- The registered manager was a strong personal advocate for people. They provided effective support to help make sure people had any equipment they needed or were assessed by healthcare professionals when necessary.

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.

- People were supported to have maximum choice and control over their lives. They were consulted and supported to be involved in decisions about their care and support wherever possible.
- Systems were in place to support staff to assess people's mental capacity and record best interest decisions when needed.

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

- People received effective support to help make sure they ate and drank enough. They were encouraged to choose what they ate and drank and be involved in shopping and preparing food where possible.
- Detailed assessments recorded information about the level of support people need with preparing meals and drinks. We spoke with the registered manager about developing these to record how people's weight, and any weight loss was monitored. They agreed to address this.

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.

This is the first inspection for this newly registered service. This key question has been rated good. 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 well treated by the caring staff. They told us staff were friendly and kind. Relatives said, "I feel secure knowing [Name] is being looked after, cared for and is happy" and, "The staff are really nice and [Name] gets on with them."
- People shared very positive and caring relationships with the team of staff who supported them and clearly valued their company.
- The provider employed a small team of staff and focussed on making sure people were happy with the staff who supported them. A relative explained, "They introduce staff to [Name] and they have got a choice if they are not happy with them or they don't click."

Respecting and promoting people's privacy, dignity and independence

- People were treated with dignity by respectful and kind staff. Staff spoke with and about people in a very respectful and caring way.
- Staff had a good understanding of how best to support people to maintain their privacy and dignity. Information was securely stored to maintain people's privacy and confidentiality.
- People's care plans reinforced the importance of helping and encouraging them to be independent and staff understood when to provide support and when to encourage people to do things for themselves.

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

- People were actively involved in making decisions about all aspects of their care. Staff understood people's communication needs and how to share information to help them make and communicate decisions.
- Staff were proactive in supporting people to express their wishes and views. For example, they were developing picture cards to use with a person to support them communicate and be involved in decisions.

Is the service responsive?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated outstanding. This meant services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

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

- People received extremely person-centred care to meet their needs and improve their quality of life. One person told us, "They make me happy."
- Staff and management were outstanding in the way they supported people. A professional told us, "I have been impressed with everything they have done... The team have gone over and above." Relatives said, "The support has been brilliant" and, "It's an excellent service."
- Staff were highly motivated and had an excellent understanding of people's needs and how best to meet them. They were passionate, confident, and empowered by the registered manager to provide exceptional, person-centred care.
- The registered manager completed thorough and detailed assessments. They worked closely with people, their relatives and professionals to plan bespoke care and support, which was reviewed regularly to make sure it met their needs.
- Care plans contained extremely detailed and person-centred information about people's support needs. They included photographs from people's homes to provide detailed guidance to staff about how support should be provided, taking into account people's likes, dislikes and personal preferences.
- People were involved in all aspects of decision making and the service was planned and delivered in a way which respected their wishes and supported them to do the things they enjoyed.
- Staff went the extra mile to make sure people had the care and support they needed. A professional explained, "The staff seem to care about the client and want to do whatever they can to ensure they are providing the best support for them."

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 enjoyed the support provided to take part in an exceptionally wide range of activities. These were arranged on an individual basis and very much reflected the likes, hobbies and interests of the people they supported.
- Staff were innovative in planning and supporting people with activities or volunteer work so they could live as full a life as possible. They encouraged people and gave them confidence to do the things they enjoyed.
- People received exceptional support to help them learn and develop new skills. For example, staff used 'health and safety scenarios' to help a person develop their knowledge and understanding of personal safety and risks, build their confidence, and to maximise their independence.
- Staff worked hard to make sure people developed and maintained relationships with the people who were close to them, build links and develop support networks in the local community.

- Staff constantly looked for ways they could maximise people's independence, and made sure reasonable adjustments were in place to continually improve their quality of life. A professional explained, "The staff have been amenable to any suggestions I have made and have offered solutions and different options to meet the person's needs."

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.

- The registered manager understood their responsibility to provide accessible information and ensured this was provided when necessary.
- The registered manager used 'easy-read' surveys to gather feedback about the support provided; person-centred picture cards were used to help people communicate and make decisions.
- Detailed information about people's communication needs was recorded in their care plans. Each person had a dedicated team of workers who knew them and had a very good understanding of how best to communicate with them.

Improving care quality in response to complaints or concerns

- People and their relatives felt confident they could speak with staff or management if they were unhappy about the service or needed to complain.
- There had not been any complains about the service at the time of our inspection. The provider had a complaints procedure setting out how they would manage and respond to complaints.

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.

This is the first inspection for this newly registered service. This key question has been rated good. 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

- People received person-centred care and support to meet their needs. A professional told us, "The manager is knowledgeable and appears to practice in a person-centred way, they are flexible to what the person needs."
- The registered manager promoted a person-centred culture. These values were understood and shared by the staff team, who told us, "[Registered managers name] really does care about the people and staff, they want everything to be perfect for people" and, "The company is built around the people. Whatever we do the people we support are the focus of it."
- Staff were highly motivated. There was good communication and a strong sense of teamwork. A member of staff explained, "It's a good team and a good place work. [Registered manager's name] pushes you because they want you to do well. It makes us feel appreciated."

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 organised and had a good understanding of how to plan and deliver person-centred care to meet people's needs.
- Regular audits and checks helped to make sure the service was safe, and people received high-quality care.
- There was an open and inclusive culture. Staff praised the good communication, support from management and felt encouraged to make suggestions or discuss any issues or concerns. Feedback included, "The communication is great, [registered manager's name] is so approachable, I can ring them up if I need anything."
- The registered manager worked hard to make sure staff felt valued. They encouraged staff to make suggestions about how the service could improve and were responsive to feedback.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open

- The registered manager understood their responsibility to be open, honest and apologise to people if things went wrong.

Working in partnership with others; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager worked closely with people, their relatives and other professionals to make sure

the care and support met their needs.