

Coventry and Warwickshire Partnership NHS Trust

Gramer House/Holly House

Quality Report

Gramer House/Holly House
Old farm Road
Mancetter
CV9 1QN
Tel: 01827 715225
Website: www.covwarkpt.nhs.uk

Date of publication: 17/04/2014
Date of inspection visit: 22 January 2014

This report describes our judgement of the quality of care at this location. It is based on a combination of what we found when we inspected, information from our 'Intelligent Monitoring' system, and information given to us from people who use services, the public and other organisations.

Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	3
The five questions we ask and what we found	4
What we found about each of the main services at this location	5
What people who use the location say	6
Areas for improvement	6
Good practice	6

Detailed findings from this inspection

Our inspection team	7
Background to Gramer House/Holly House	7
Why we carried out this inspection	7
How we carried out this inspection	8
Findings by main service	9

Summary of findings

Overall summary

Gramer House and Holly House are on the same site and provide a service to children in North Warwickshire. Gramer House provides care for up to four children with learning disabilities and additional physical health needs. Holly House has up to three beds for children with a learning disability who also have mental health and behavioural needs.

We found that the service provided safe, caring and effective care to children. Staff were trained and experienced and showed high levels of motivation and commitment. We were able to observe interactions between staff and children and saw these take place in a warm, friendly and supportive manner throughout.

There was a consistent staff team as many of the staff had worked at Gramer House and Holly House for many years. We saw staff supported children in a very positive and reassuring way. All staff showed a good knowledge of the needs of individual children and how to meet them, leading to a responsive and well-managed service.

Parents of the children who used the service were very positive about the service they received.

The approach to bed occupancy was led by the children's needs. This meant the children's care could be met through the right staffing levels, in a safe environment where their needs would not conflict with those of others.

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The needs-led approach to bed occupancy ensured beds were not filled beyond the capacity of the service, enabling them to manage the needs of the children there at any particular time.

Staff were well supported and received proper induction and training. Staff showed us a good awareness of potential risks and how to manage them.

We saw good medication practices.

Are services effective?

Gramer House and Holly House had clear information which highlighted each child's needs from the child's perspective.

There was low staff turnover, staff interacted well and understood individuals' needs. Staff had the skills, knowledge and experience to effectively meet children's needs and work confidently with other agencies and carers to ensure needs were met.

Are services caring?

We saw that staff and children interacted warmly and positively together, and we saw and heard from staff and parents examples of good, child-centred practice. Where children had limited verbal communication, staff showed a very good awareness of non-verbal cues, what children liked and disliked and how they preferred to be approached.

Are services responsive to people's needs?

We saw staff responded to the individual needs of children and young adults and the service was able to balance the needs of parents and children in how they offered respite beds and support. The service worked well with other agencies and parents told us the service was responsive to needs and worked with them.

Are services well-led?

The manager told us they were generally able to make decisions about using resources to meet assessed needs. This was particularly the case with bed occupancy, where there were sound clinical reasons for only some beds being occupied at certain times. Staff were confident that any concerns they had were addressed.

The service had limited contact with the other three similar services across the Trust's area, which limited their opportunity to share good practice.

There was a high level of staff satisfaction and stability within this well-established service which was highly regarded by those using it.

Summary of findings

What we found about each of the main services at this location

Services for people with learning disabilities or autism

We found that the service provided safe, caring and effective care to children. Staff were trained and experienced and showed high levels of motivation and commitment. We were able to observe interactions between staff and children and saw these take place in a warm, friendly and supportive manner throughout.

There was a consistent staff team as many of the staff had worked at Gramer House and Holly House for many years. We saw staff supported children in a very positive and reassuring way. All staff showed a good knowledge of the needs of individual children and how to meet them, leading to a responsive and well-managed service.

Parents of the children who used the service were very positive about the service they received.

The approach to bed occupancy was led by the children's needs. This meant the children's care could be met by enough staff, in a safe environment where their needs would not conflict with those of others.

Summary of findings

What people who use the location say

We spoke to people who used the service as part of our visit. A young person who used the service told us they

liked it and were happy there. They said they liked to see a particular member of staff. A parent told us the staff understood, knew the children well and were able to understand their communication.

Areas for improvement

Action the provider COULD take to improve

Gramer House and Holly House is one of four children's learning disability respite services run by the Trust in

different places. They have contact with each other but do not at present have arrangements to 'peer review' each other's services to better enable them to share good practice.

Good practice

The service benefitted from established staff teams who had a long-term relationship and a good rapport and understanding with the children they were looking after. The service was well decorated and furnished in a sensitive and thoughtful manner.

Gramer House/Holly House

Detailed findings

Services we looked at:

Services for people with learning disabilities or autism

Our inspection team

Our inspection team was led by:

Chair: Professor Patrick Geoghegan, OBE

Team Leader: Jackie Howe, Care Quality Commission

The team was made up of a CQC inspector, and an Expert by Experience who had personal experience of using or caring for someone who uses this type of service.

Background to Gramer House/Holly House

The Trust has a total of 21 active locations three hospital sites: Brooklands, St Michael's Hospital and Caludon Centre. There are four locations providing respite services for children with learning disabilities. Gramer House and Holly House are two of these.

The Trust provides a wide range of mental health and learning disability services for children, young adults, adults and older adults as well as providing a range of community services for people in Coventry.

Coventry and Warwickshire Partnership NHS Trust has been inspected 21 times since registration. Out of these,

there have been 10 inspections covering five locations which are registered for mental health conditions. Gramer House and Holly House is a location which has not previously been inspected.

Coventry and Warwickshire Partnership NHS Trust provides overnight short breaks to children with a learning disability and additional health needs (complex physical health needs and/or mental health/behavioural needs). It provides this service in four separate locations. These services all provide planned respite care for children and young people away from their parents or other main carers.

Gramer House and Holly House are on the same site and provide a service to people in North Warwickshire. Gramer House provides care for up to four children with learning disabilities and additional physical health needs. Holly House has up to three beds for children with a learning disability who may also have mental health and behavioural needs. This service had not been inspected by CQC before.

Why we carried out this inspection

We inspected Coventry and Warwickshire Partnership NHS Trust during our wave 1 pilot inspection. The Provider was selected as one of a range of providers to be inspected under CQC's revised inspection approach to mental health and community services.

Detailed findings

How we carried out this inspection

To get to the heart of people who use services' experiences of care, we always ask the following five questions of every service and provider:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

The inspection team always inspects the following core services at each inspection:

- Services for people with learning disabilities and autism

Before visiting, we reviewed a range of information we hold about the location and asked other organisations to share what they knew about the location. We carried out an announced visit on 22 January 2014. We spoke with the manager and with staff on duty. We observed how children were being cared for. We reviewed care or treatment records of children who used the services. We spoke with parents who used the services who shared their views and experiences of the location.

Services for people with learning disabilities or autism

Information about the service

Coventry and Warwickshire Partnership NHS Trust provides overnight short breaks to children with a learning disability and additional health needs (complex physical health needs and/or mental health/behavioural needs). It provides this service in four separate locations. These services all provide planned respite care for children and young people away from their parents or other main carers. Gramer House and Holly House are two of these.

Summary of findings

Bed occupancy was needs led. This enabled children's needs to be met by sufficient numbers of staff and in a safe environment where their needs would not conflict with the needs of others.

Staff were trained, experienced and showed high levels of motivation and commitment. Many of the staff we spoke with had worked at Gramer House and Holly House for many years. All showed a very good knowledge of the needs of individual children and how to meet them.

We spoke by phone with one parent who expressed satisfaction with the services they used.

We were able to observe interactions between staff and children and saw these take place in a warm, friendly and supportive manner throughout.

We felt the service was safe, caring, responsive, effective, and well-led.

Services for people with learning disabilities or autism

Are services for people with learning disabilities or autism safe?

The needs-led approach to bed occupancy ensured beds were not filled beyond the capacity of the service to manage the needs of the children there at any particular time. This was particularly evident where children with challenging behaviour were supported.

Staff showed a good awareness of where a child's needs might conflict with another's, or where two children's needs were so demanding they could not be accommodated at the same time as other children or each other.

Staff who spoke with us showed a good awareness of potential risks and how to manage them. This awareness was based on long established contacts with the children, good communication and information exchange with their parents and on clearly written care plans.

Staff at both houses showed a good awareness of their responsibilities in safeguarding. We saw that staff noted and recorded all bruises and identified why they had happened so that they were satisfied there were no concerning reasons for them.

Staff were well supported and properly inducted and trained. All staff were trained in how to safely restrain a child should they need to do so.

We saw good medication practices at Holly House and Gramer House, with medication counted in at the start of a respite stay, counted every night, and counted at the end of a stay.

Are services for people with learning disabilities or autism effective? (for example, treatment is effective)

Gramer House and Holly House had clear information highlighting each child's needs from the child's perspective. We saw there was low staff turnover, high quality of staff interaction and understanding of individual needs. We saw staff had the skills, knowledge and experience to effectively meet children's needs and work confidently with other

agencies and carers to ensure needs were met. Staff recognised what a difficult job parents often had and were keen to work with them and other agencies, to ensure the maximum benefit for all.

We talked with staff and got consistent responses about how they supported particular children with complex needs. We observed staff working well with children. We spoke with staff who had known particular children for many years and saw how this had helped build confidence and trust between staff and children.

Gramer House was not purpose built for children's learning disability respite, however Holly House was specifically designed to meet the needs of the children using them. The environment was particularly good with child-centred murals, décor and facilities. These were well thought out to appeal to children irrespective of gender or age.

Staff told us they liaised with schools to ensure balanced diets and to foster consistent responses to individual needs.

Are services for people with learning disabilities or autism caring?

Staff spoken with demonstrated they were committed to the well-being of the children they supported. In some cases, staff had worked at the house for ten years or more and had seen children grow up and leave the service. We witnessed and heard from staff and parents examples of good, child-centred practice.

We observed warm, friendly and positive interactions between staff and children. We saw a very good rapport between an older child and a member of staff they had known for years.

Where children had limited verbal communication, staff showed a very good awareness of non-verbal cues, what children liked and disliked and how they preferred to be approached.

We saw staff offering age-appropriate care and support, respecting young people's dignity and privacy.

One parent told us of the positive rapport they had with the service, telling us the staff adored their child.

Services for people with learning disabilities or autism

Are services for people with learning disabilities or autism responsive to people's needs? (for example, to feedback?)

We saw Gramer House and Holly House worked well to balance preferred dates of stays with a suitable mix of children who were compatible with their needs. Staff told us that those who used the service were assessed and agreed by a local selection panel but once that process was approved each unit was able to agree with parents what dates would be available. Staff told us there was some scope for emergency stays for people using the service.

We saw that stays at the home were planned to consider all aspects that may assist a child to settle and feel comfortable. Staff told us that some children had favourite rooms and they ensured these wishes were met. We saw two children enjoying playing an active computer game. Another young person was playing a computer game in their room. One person was eager to talk with a member of staff. The staff member was able to give them time to discuss matters of interest to the young person.

Staff spoken with and observed on the day of our visit were supportive and understood parents' needs and areas of concern.

The services were able to meet dietary needs such as diabetes. We saw an example of this where children were very aware of what they were and were not to eat. The service had a detailed knowledge of this and an ability to meet their dietary needs. We saw the staff explaining what was in the meal and that it met their strict dietary requirements.

We met older children at Holly House who could talk to us. One person did not wish to, but one was happy to talk and told us of the things they were able to do during their stay and which staff they particularly liked to see.

A parent of a child who used Gramer House told us they had enough respite, but that it was sometimes difficult to match respite dates up with their holidays. They said staff had a very good understanding of the child's needs and

communication. They said the service worked well with the family to meet their child's very specialised needs. They told us they spent a lot of time at the service, sharing knowledge and experience with staff. They said the staff also visited them and went through key processes such as sleeping and eating to ensure consistent and effective approaches.

Are services for people with learning disabilities or autism well-led?

Within each House, there were many members of staff, including managers, who had worked there for many years. This meant that the houses were stable and there was consistency within the units. Staff told us they felt well supported by line managers. Staff told us the support from the estates management was good, with maintenance and repairs being dealt with promptly.

Managers told us they were generally given autonomy to use resources to meet assessed needs. This was particularly the case with bed occupancy, where there were sound clinical reasons for only some beds being occupied at some times.

The service is geographically isolated, being in the north of the county, but staff did not show any concerns that their service was neglected. They said they were allowed to do their work and had help if needed. They were proud of the useful service they had provided for many years and expressed no concerns about the continuation of the service. They felt confident that any concerns they raised would be addressed by management and they were able to have their views heard at staff meetings.

Gramer House and Holly House provide a service to children and families in North Warwickshire. The manager told us they have contacts with the other three services in Coventry and Solihull that provide a similar local service across the Trust. Because the services were in geographically separate areas and in some cases had been run by different organisations until relatively recently, we suggested they all might benefit from sharing good practice, possibly through managers doing 'peer reviews.'