

Real Life Options

Real Life Options - 90 Capel Gardens

Inspection report

90 Capel Gardens
Pinner
Middlesex
HA5 5RD

Tel: 02088687149
Website: www.reallifeoptions.org

Date of inspection visit:
22 November 2016

Date of publication:
16 December 2016

Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 12 July 2016. At which a breach of legal requirements was found. This was because the provider did not always ensure the proper and safe management of people's monies.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook an unannounced focused inspection on the 22 November 2016 to check they had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Real Life Options-90 Capel Gardens on our website at www.cqc.org.uk

Real Life Options-90 Capel Gardens provides accommodation and personal care for up to six people who have learning disabilities including autism. There were five people living at the home at the time of our inspection.

At the time of our inspection the home had a registered manager. A registered manager is a person who has registered with the Care Quality Commission [CQC] 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.

At our focused inspection on the 22 November 2016, we found that the provider had followed their plan and legal requirements had been met. The provider had made improvements to the systems for supporting people with the management of their monies to prevent theft, misuse or misappropriation of money or property belonging to people using the service.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe at the next comprehensive inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found action had been taken to improve the safety of the service.

People's monies were stored and managed safely. Systems were in place to protect people from financial abuse.

This meant that the provider was now meeting legal requirements. While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

Requires Improvement ●

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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.

We undertook an unannounced focused inspection of Real Life Options-90 Capel Gardens on 22 November 2016 to check that the provider had made improvements to meet legal requirements after our inspection on 12 July 2016. We inspected the service against one of the five questions we ask about services: is the service safe. This is because the service was not meeting legal requirements in relation to that question.

The inspection was undertaken by one inspector. Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

At the visit to the home we spoke with four people using the service, the registered manager, team co-ordinator and a care worker.

During our inspection we checked the systems in place for the storage and handling of people's monies. We looked at a range of documentation, including five people's finance support plans, records of people's expenditure and of checks carried out by management staff to make sure people were protected from financial abuse.

We also observed staff engagement with people whilst they provided people using the service with care and support.

Is the service safe?

Our findings

At our comprehensive inspection on the 12 July 2016 we found that records showed people using the service had paid for food for staff during outings to restaurants and other eating places. Records of people's expenditure were not always clear and specific about the purchases made by them and there was a lack of information in people's financial support plans to show that decisions about people's expenditure had been made in their best interests when they lacked capacity to consent about how their money was spent.

This was a breach of the Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection 22 November 2016 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 13 described above.

Following our inspection on the 12 July 2016 the registered manager told us as an interim policy, staff had been directed by the provider not to purchase any refreshments or other items for themselves from people's money at any time including when accompanying people to restaurants and other amenities in the community. Records of a staff meeting in July 2016 confirmed that staff had been informed of this interim policy. A care worker confirmed that they and the other staff were following this policy and told us that all staff refreshments were now purchased from the provider's petty cash allocated to the service. The registered manager told us and records supplied following the inspection showed that the policy regarding the management of people's monies was in the process of being reviewed by the provider. The registered manager told us that until the reviewed policy was in place, the interim policy would continue to be followed by staff. Records showed the review of this policy was being conducted at executive level and would be put in place when approved by the Real Life Options Trustee Board.

The service only manages cash for people to purchase day to day items such as toiletries, clothing and refreshments during trips out. We checked how each person's finances were managed by the home. We found appropriate records of expenditure and income were recorded for each person. We checked a range of receipts of people's purchases and found no indication refreshments for staff had been bought from people's monies. Records showed that frequent checks of people's expenditure and cash balances were carried out by care workers and the registered manager.

Each person using the service had an individual financial support plan. We looked at each person's finance support plan and financial risk assessment. We found these included details about people's understanding or lack of understanding of their finances, information about what people liked to spend their money on and details of the support they required with the management of their finances. People's finance support plans included guidance about staff keeping accurate records of people's income and expenditure and how staff provided people with the assistance they needed to safely manage their monies. Records showed that purchases matched people's individual expenditure preferences which were recorded in their financial support plan, for example one person who enjoyed going to the cinema had recently bought a cinema ticket. Another person who enjoyed swimming had spent money on swimming activities.

People's finance support plans included some details about financial decisions being made by staff, family and others involved in the person's care in the person's best interests when they lacked the capacity to make a particular decision about a purchase. Records showed that a decision about expenditure to do with the redecoration of a person's bedroom had been made in the person's best interests. Records showed staff had been informed about the importance of ensuring a best interest decision meeting took place with staff and those important to the person when a person did not have the capacity to make a particular decision about a purchase.

The registered manager told us that he planned to review each person's financial support plan to ensure they included more detail and guidance about each person's specific financial needs and to show they were regularly reviewed. Following the inspection the registered manager told us he was in the process of undertaking this task.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.