

Mrs Patricia Pauline Milligan

# Mrs Patricia Pauline Milligan - 51 Wellington Road

## Inspection report

51, Wellington Road  
New Brighton  
Wallasey  
Merseyside  
CH45 2ND

Tel: 01516395685

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11 April 2017

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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

51 Wellington Road is a residential care home providing support for up to eight people who have a learning disability. The home has been owned and operated by the same family for more than twenty years. Eight people lived at the home at the time of our inspection.

Based in a domestic style house within a local community the home provides good access to the facilities of New Brighton. Accommodation is over three floors with bedrooms located on the first and second floor.

At the last inspection, the home was rated good. At this inspection we found the home remained good.

People told us they felt safe living at 51 Wellington Road and knew that any concerns or complaints they raise would be listened to and acted upon by staff.

A total of six staff worked at the home including the registered manager. People knew all the staff well and were confident in their abilities to support them. Sufficient staff were available to support people and they had received appropriate training and support to undertake their role effectively. Staff had built good relationships with people and provided individual support to meet their needs.

People received the support they needed to monitor their physical and mental health and with their medication.

The manager was a member of the family who have owned and operated the home since it opened. He knew everyone living at the home very well and acted as a role model in promoting the ethos of the home which was to provide a homely, family environment. The house was safe, cosy and comfortable and people clearly viewed it as their home.

People were able to make decisions for themselves with advice and support from staff when needed. They were involved in the daily running of their home and made full use of the facilities as they chose.

People are supported to have maximum choice and control of their lives and staff support them in the least restrictive way possible; the policies and systems in the service support this practice.

Some systems were in place for monitoring the quality of the service. It was evident that people living there were listened to and their views taken into account. The home's small staff team were well led by an experienced manager. Senior staff had a detailed understanding of how the home operated and any changes to people's care or support needs.

Further information is in the detailed findings below.

## 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 remains good.

### Is the service effective?

Good ●

The service remains good.

### Is the service caring?

Good ●

The service remains good.

### Is the service responsive?

Good ●

The service remains good.

### Is the service well-led?

Good ●

The service remains good.

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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 checked 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 comprehensive inspection took place on 11 April 2017. The provider was given 24 hours notice of the inspection because the service was a small care home for people who are often out during the day and we needed to be sure that somebody would be in.

The inspection was carried out by an adult social care inspector. Prior to our visit we looked at any information we had received about the home including any contact from people using the service or their relatives and any information sent to us by the home.

During the inspection we looked around the premises and spoke with seven of the people living there. We also spoke with four members of the staff team including the registered manager. We spent time observing the day to day support provided to people, looked at a range of records including medication records, care records for two people, and training records for staff. We also looked at records relating to health and safety and quality assurance.

# Is the service safe?

## Our findings

People told us that they felt safe living at the home. They said that if they were concerned about anything they would feel very confident to approach the manager or a member of staff.

Staff had received training in safeguarding vulnerable adults and knew how to report any concerns. A policy was in place to provide guidance for staff if needed.

We looked at how medication was administered, stored and recorded. This showed us that people received their medication as prescribed. Medication was safely stored and we saw that it was given to people in a way they preferred. One person had their morning medication late on the day of our inspection to meet their lifestyle. Senior staff explained that the time it was given would be recorded in a communication book and handed over to the following member of staff. Recording this on the medication administration sheet would further reduce the risk of any errors occurring.

Senior staff were able to tell us how they supported people to take 'as required' medication and when the person would need this. However no detailed written guidance was in place. Following the inspection the provider forwarded us a protocol sheet they had introduced for 'as required' medication along with an audit form to check that 'as required' medication and any boxed medication had been given in accordance with instructions. Although people are supported by a very stable staff team this will reduce the risk of errors occurring.

No new staff had been recruited to work at the home for several years. A senior member of staff talked us through the process they would follow to check any new staff were suitable. Within the past year all staff had had their Disclosure and Barring service checks renewed. This helps to ensure staff remain safe to work with vulnerable adults.

Systems were in place and followed for checking the safety of the building and it's environment. These included external checks on electric and gas supplies as well as internal checks on fire equipment, emergency escape routes and water temperatures. This helped to make sure the home was a safe place for people to live, work and visit.

The home set minimum staffing levels at one member of staff during the day and a sleep in staff at night. However the majority of days there were at least two members of staff for part or all of the day. People told us that there had always been sufficient staff available to provide the support they needed and this was apparent from the discussions we had with people, our observations and the records we looked at. Six members of staff worked at the home including the registered manager, deputy manager, senior carer and three support workers. The manager explained that all shifts were covered by existing staff and they did not use unfamiliar staff to support people living there.

# Is the service effective?

## Our findings

In discussions with people living at the home they told us they received the support they needed to manage their health care. One person explained, "They go with me to appointments," and another person said "They organise the medical side." Staff had a detailed understanding of the support people required with their physical and mental health and information recorded in care plans evidenced that this support had been provided.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the MCA. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). Nobody living at the home required the protection of a DoLS. Senior staff had an understanding of DoLS and all staff had received training in the Mental Capacity Act and DoLS.

People told us that staff supported them to make their own decisions and choices in their lives. One person explained, "They let you have your independence," and another person told us "They advise you and let you make up your own mind."

Staff had received the support and supervision they needed to undertake their role effectively. The home used a system of on line training for staff and a senior member of staff explained that this was monitored regularly to ensure staff remained up to date. Staff had undertaken training in a variety of relevant areas. In addition a senior member of staff explained they attended external courses provided by the local authority, however these had not always been recorded within staff files. All staff had had a recent one to one supervision and annual appraisal with a senior member of staff. These had provided staff with the opportunity to discuss their role and any training needs they may have.

Throughout our visit we saw that people used the kitchen to make a drink or get a snack as they chose. People told us that they helped plan the shopping list and always had a choice of meals. One person said "You can make your own cup of tea. Have input into the menus I like that." Care records showed that staff helped people to monitor their weight and provided advice to people when needed. We also saw that people who chose to follow a different diet were supported to do so.

51 Wellington Road is an ordinary house in a local community. Accommodation is provided over three floors. There are six single bedrooms and one shared room. Downstairs the house provided two living rooms and a domestic style kitchen. Externally the back yard provided a safe seating area for people to use. A top floor bathroom was looking shabby and the manager explained there were plans in place to replace this and to provide a bath that is more accessible for people with mobility difficulties.

## Is the service caring?

### Our findings

People told us that they liked living at 51 Wellington Road and would recommend it. One person told us, "I was scared coming to a place like this but it's the best home." Another person said, "They have been good to me. I am happy."

People spoke warmly about the staff team telling us, "They are nice people. I cannot fault them, friendly," and "Staff are gorgeous." Staff in turn spoke warmly about the people they supported and had a very detailed understanding of each person and how to support them in a way they preferred. It was evident that staff listened to people and had built trusting relationships with them enabling them to discuss potentially difficult issues with people. We saw that people sought out staff when they wanted to discuss an issue and felt comfortable in their company.

The registered manager told us that their ethos was that it was people's home and they promoted this by creating a family atmosphere. This was confirmed by people who lived there. Several people told us that they had lived there for many years and we observed that people treated the house as their home making made full use of all areas including the kitchen, lounges and office as they chose.

People explained they were supported to make choices for themselves. For example one person told us their room had been decorated and "I picked it all." They also told us that staff discussed their care with them and helped them to make everyday decisions. One person told us, "I have my own say so."

It was clear in our discussions with people that they were involved in the running of their home and felt confident that their opinion would be valued. People told us the manager frequently asked them how things were and encouraged them to voice their opinions. Regular house meetings had been held where people had discussed issues of interest to them such as planning activities.

People had been supported to become part of their local community through work placements, attending local clubs and using local facilities. Although people went food shopping for smaller items staff went shopping once a week for the bigger food shop. We discussed with senior staff the possibility of supporting people to become more involved in this aspect of running their home along with taking a more regular active part in daily chores such as washing and cooking meals. This would help people to learn or retain everyday living skills should they wish to do so.

## Is the service responsive?

### Our findings

People told us that staff provided them with the help and support they needed. One person said, "When you need help they help you." The discussions we had with staff along with our observations showed us that staff responded quickly and well to people's emotional and mental health needs as well as providing any physical support they may need. This was backed up by people who lived there with one person telling us, "[Name] looks after me. Talks to me if I am upset." Another person told us, "They help me with road safety."

Individual care plans were in place for all of the people living at the home. People knew about their care plan and told us staff had discussed it with them. One person explained, "They read it to you. Ask if you agree." Care plans were individual and contained assessments of the person's needs and clear guidance on how to support the person in the way they needed and preferred. They had been reviewed regularly and people had been offered the opportunity to sign their agreement to the plan.

People told us that if they had any concerns or complaints they would not hesitate to tell a member of staff. One person told us, "You would tell the person you are most comfortable telling," and another "I would go to [manager or deputy] they would listen and sort it quickly." They explained to us that the manager encouraged them to discuss any concerns that they may have. No complaints had been received at the home in the past year. A complaints policy was in place to provide guidance for staff on responding and dealing with any complaints received.

During our inspection we saw that people went out independently if they were able to do so safely. People told us that they also received support to go out and about if needed. On the day of our inspection one person went to work, another went to the local shops with a member of staff and others for a drink at a local pub. People told us that they were supported to engage in a number of activities including attending a local luncheon club, going to shows, out for lunch and to the pictures. They explained that in the past they had been on holidays and had decided to go on day trips this year instead which they were looking forward to.

# Is the service well-led?

## Our findings

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. The service has a registered manager who has worked there since the home opened over 20 years ago.

51 Wellington Road is a family owned and operated business. The manager is part of the family and has known all of the people living at the home since they moved in. He is supported by a deputy manager and senior carer who have also worked at the home for many years. All members of the management team have obtained a level 4 qualification in care and management.

We observed that people living at the home had confidence in the manager and members of the management team. The manager and deputy manager acted as good role models for the staff. They spent time supporting people and talking with people, ensuring that they were meeting people's mental health and social care needs as well as their everyday support needs.

Some systems were in place to enable the manager to check the quality of the service provided. This included daily checks of people's money, checks on the safety of the environment and regular updating and reviewing of people's care plans.

Feedback forms had been given to the people living at the home in January 2017. The responses had all been positive, but the forms contained limited information on people's views. As staff regularly talked to people living at the home and knew them well it may be that there is a more beneficial way to obtain their views and record the actions taken as a result. For example people told us that they had discussed holidays and made a decision together to go on day trips instead. This showed us that staff listened to people and acted on their views.

As a small family run care home the registered manager was able to explain to us the informal quality assurance systems in place. For example he was aware a bathroom needed replacing and had plans to do so within the next few months. Similarly he was aware of any changes to people's care needs and checked people's care plans had been updated. Keeping simple records of the quality assurance checks carried out and the plans made for improvement would be beneficial in ensuring the quality of the service remained good.