

Community Integrated Care Dean View Villas

Inspection report

579-581 John Williamson Street
South Shields
Tyne and Wear
NE33 5HW

Tel: 01914559903
Website: www.c-i-c.co.uk

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Dean View Villas is a residential care home that provides personal care to up to 8 people with a learning disability or physical disability. There were 6 people living there at the time of the inspection. The service is provided from two adjoining bungalows, each with its own communal areas.

People's experience of using this service and what we found

The regional manager was working hard to improve the management and culture at the service. They had taken immediate steps to safeguard people and staff following concerns about how the service was managed.

Appropriate safeguarding policies and procedures were in place, with staff confident in how to use them. Staff had been supported to raise concerns internally where they felt the registered manager did not investigate matters appropriately; the regional manager had taken immediate, comprehensive and robust actions to ensure people were safe.

A comprehensive quality assurance programme was in place, with additional focus added recently on lessons learned, increasing staff autonomy and accountability, as well as increasing advocacy support for people who used the service.

The registered manager had not led the service well in recent months, leading to a less inclusive culture. The provider had made changes to ensure the culture was more open and inclusive recently. They had comprehensively addressed potential risks. People and staff were fully involved. Staff told us they felt valued and listened to by the regional manager and interim service manager, who had encouraged them to speak openly.

The provider had acted openly and transparently with CQC and all relevant external agencies to ensure people's safety was paramount.

People told us staff were kind and they felt safe. This was confirmed in feedback from relatives.

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

Rating at last inspection

The last rating for this service was Good (published 24 October 2017).

Why we inspected

We undertook this targeted inspection to check on specific concerns that had been raised about the management and culture of the service. A decision was made for us to inspect and examine those risks.

The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on a Warning Notice or other specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns, due to the actions taken by the provider. Please see the Safe and Well-Led sections of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Dean View Villas on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection 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?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Inspected but not rated

Dean View Villas

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns raised about the management and culture of the service.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Dean View Villas is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. The registered manager was suspended at the time of the inspection. The service was being run by the regional manager and an interim service lead.

Notice of inspection

This inspection was announced. Having consideration of the coronavirus pandemic, we gave the service one day's notice of our arrival.

What we did before the inspection

Before the inspection, we reviewed information we held on our systems about the service. This included reviewing notifications we had received from the service. A notification is information about significant events which the provider is required to send us by law.

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We contacted local commissioning and safeguarding teams to gain their feedback.

We used all of this information to plan our inspection.

During the inspection

We spoke with two people who used the service and observed staff interactions with people at lunchtime.

We spoke with the regional manager and service lead at the time of inspection.

We reviewed a range of records. This included three people's care records. We looked at a variety of records relating to the management of the service, including quality assurance documentation, staff meeting minutes, safeguarding and whistleblowing policies and staff rotas.

After the inspection

We spoke with five care staff members via telephone. We spoke with three relatives via telephone. We contacted two health and social care professionals via email.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had received about keeping people safe; Systems and processes to safeguard people from the risk of abuse; Assessing risk, safety monitoring and management; Staffing and recruitment, and learning lessons when things go wrong.

We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe. They interacted warmly and in a trusting way with staff and told us they felt at home. Relatives praised the caring nature of staff.
- The provider had appropriate safeguarding and whistleblowing policies and procedures in place, which were well understood by the staff we spoke with.
- Where safeguarding concerns were raised these were treated seriously. The provider responded quickly and in an open and transparent manner. This meant people were safe from the risk of discrimination or psychological abuse. Staff had confidence in the provider taking action if they raised concerns.

Assessing risk, safety monitoring and management; learning lessons when things go wrong

- Risks had been assessed and reviewed in light of recent issues identified in the governance of the service. The regional manager and service lead were able to assure us they had taken all appropriate actions to ensure people were safe on an ongoing basis.
- Referrals had been made to external health professionals for additional advice and support where people had complex needs. All commissioning, safeguarding and social care partners we spoke with had confidence in the provider's ability to ensure people were safe.
- The provider was able to demonstrate how they had reflected on what had and hadn't gone well at the service recently, and what changes they could make in the short and longer term.

Staffing and recruitment

- Staffing levels were appropriate to people's needs. The provider has assessed people's dependencies to ensure safe staffing levels were in place. All people, staff and relatives we spoke with felt there were enough staff.

We concluded the provider had effectively and comprehensively addressed the concerns raised to them by staff to ensure people were safe and lessons were learned.

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.

We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had received about the management and culture of the service; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Working in partnership with others.

We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager had not always ensured staff were clear about their roles or responsibilities. The provider had taken immediate and effective action to address this.

- The management team had worked proactively in the service to gain staff support and trust. There was a high level of management visibility and support, as well as bespoke specific input from the provider's Positive Behaviour Support team, and quality assurance team.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people. How the provider understands and acts on their duty of candour responsibility; Working in partnership with others

- The registered manager had not created an inclusive or open culture. The provider had responded to concerns raised with them immediately. They did so in a way which safeguarded people and included them and their relatives in how to continue to achieve good outcomes for them in the future.

- Staff felt assured by the provider's response, and that the culture had improved markedly in recent weeks, thanks to their actions. Family members also confirmed the regional manager and service manager had liaised closely with them and they were confident in how the service was managed. Family members were clear that staff had continued to provide person-centred, patient and compassionate care during this time. One relative told us, "They have been cared for with love and devotion from the staff."

- The provider reviewed existing systems which monitored the quality and safety of the service to ensure the service remained open and inclusive.

- All external professionals we spoke with had confidence in the provider's ability to ensure high levels of care would remain whilst interim managerial arrangements were in place. The provider had liaised well with safeguarding, commissioning, and health contacts to ensure people's needs were met.

We concluded the provider had acted effectively and appropriately regarding the concerns raised to them; they ensured the service was well-led following those recent concerns.