

SeeAbility

SeeAbility - Horley Support Service

Inspection report

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Ratings

Overall rating for this service

Good 

Is the service caring?

Good 

Is the service well-led?

Good 

Overall summary

We carried out an unannounced comprehensive inspection of this service on 8 July 2014 when we found breaches of legal requirements. Following this inspection the provider wrote to us to say what they would do in order to meet legal requirements in ensuring people were treated by staff in a respectful and dignified way and that the service was well-led by the registered manager.

We undertook this unannounced focussed inspection on 4 March 2015 to check the provider had followed their plan and to confirm they were meeting the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for SeeAbility – Horley Support Service on our website at www.cqc.org.uk.

People were seen chatting to staff in a relaxed, friendly manner and staff were engaged in activities and interaction with people in a way that told us staff knew people well.

Staff were heard to speak to people in an appropriate manner during our visit and the registered manager told us (and staff confirmed) they had received recent dignity training.

The registered manager said they had organised several training events for staff to remind them of the importance of engaging with people in a meaningful way.

The provider had taken all necessary actions to ensure they had addressed the breaches in regulation and we found them to be compliant in all areas.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service caring?

People were supported in a caring and respectful manner.

Staff were seen interacting with people in a positive way and supporting them appropriately in relation to their individual activities.

Good



Is the service well-led?

The service is well-led.

The registered manager had taken steps to improve the service and to ensure staff received appropriate training and guidance to support them to treat people in the way they should expect.

Good



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Detailed findings

Background to this inspection

We undertook an unannounced focussed inspection of SeeAbility – Horley Support Service on 4 March 2015. This inspection was carried out to check action had been taken by the provider to ensure they met legal requirements following the breaches in regulation we found at our inspection on 8 July 2014.

The inspection was undertaken by one inspector. We spoke with two people, two members of staff, the registered manager and two relatives. We looked at training records and listened and observed how staff spoke and interacted with people.

We inspected the home against two of the five questions we ask about services: is the caring and well-led to people's needs? This is because the service was not meeting some legal requirements in these areas.

Is the service caring?

Our findings

At our previous inspection we did not always feel staff treated people with the respect or dignity they should be entitled to. This was because staff did not show consideration to people when they required it.

People were treated in a kind, caring and attentive manner. We observed interaction between staff and people during this inspection. We saw people being supported by staff in a way that enabled them to be as independent as possible. For example, staff supported one person to make themselves a drink and another person to order some music tickets on their iPad. Staff spoke to people in a kind and caring manner and there was a feeling of companionship amongst everyone. People were heard to interact with each other in relation to what they were up to.

Staff used the knowledge and skills they gained from training in an appropriate way. Staff told us they had received refresher training since our last visit. This had included intensive interaction training which skilled staff in ways to interact with people who had little or no communication. We saw examples of how staff used this on

the day, for example we heard one staff member sing to one person. People were happy and laughing and chatting with staff. We saw staff sat and talked to people, attracting their attention by touch or sound.

People received the respect they should expect and staff made them feel they mattered. Staff told us the training had demonstrated how to be, “In a person’s world” and, “Understand the need for respect and dignity to be shown at all times.” They said they focussed much more on personalising and tailoring the support they gave to people in an individualised way and as a staff group had produced a dignity charter. Personalised activities had increased for people, for example a music sessions each week for one person and a sensory activity for two other people. One member of staff said, “Even if the manager wanted to come in to someone’s room when I was carrying out personal care, I would tell them to wait.” A relative told us during the last few months they had noticed their family member had improved through more intensive interaction with staff. For example, in relation to eating and staff supporting them to do this. They added they felt staff knew their relative really well.

Is the service well-led?

Our findings

At our previous inspection we did not feel the service was well-led as the improvements the registered manager wished to make to the service had not yet had an impact.

The registered manager and staff told us that since our last visit regular staff meetings had taken place and staff had been reminded of the ethos and values of the service. They felt this had brought about a change in attitude of the staff. The registered manager checked staff worked to best practice by carrying out regular supervisions and appraisals with staff.

Staff had attended a 'person-centred' day which reminded them of how they should work. This had brought about

changes in attitude. Staff told us the registered manager had, "Maintained the behaviour of staff in a positive way." And, "Worked together with them to ensure staff worked in an appropriate way."

Staff said there had been a lot of team building over the last few months which had resulted in them working together better and "Checking" each other on areas that may require improvement.

The registered manager ensured staff reviewed their learning from training and reflected on their practice. They discussed training at staff meetings and gave staff the opportunity to learn new skills which would benefit the people who received the support.