

Camphill Village Trust Limited(The) Camphill St Albans

Inspection report

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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?	Outstanding ☆
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service: Camphill – St Albans provides domiciliary support to people who live in privately rented houses and flats, which are situated within a mile radius of the registered office and St. Albans town centre. People receive care based on a 'supported living' model to help them live as independently as possible and to provide them with the support they need to help meet their individual health and social care requirements. Support is provided to a range of people with learning disabilities, autism, mental health needs and other complex needs. At the time of our inspection there were 39 people who were receiving support.

People's experience of using this service:

- There was a warm, welcoming and very friendly atmosphere throughout. The provider was very person-centred and staff had an extensive understanding of people's individual needs.
- Staff were extremely responsive towards people's lives and care requirements.
- People and where appropriate, relatives told us they were fully consulted in the review of their care plans.
- The service was both enthusiastic and creative in supporting people to pursue their interests which created a sense of belonging and purpose. A range of day time activities, work experience and full-time employment was on offer to ensure a variety of opportunities which reflected people's individual wishes and interests.
- The registered manager was passionate about providing person centred care and this was reflected in every aspect of the service. People were empowered to help run and improve the service through a variety of forums and consultation processes.
- Partnerships had been developed with the community and health and social care professionals.
- A range of regular checks had been completed to review the quality of the care and any areas where improvements were required. When identified improvements were implemented to continuously work in the interests of the people living at Camphill - St Albans.
- People's safety had been considered and risks had been reduced by the introduction of equipment or guidance. Staff had received training in relation to safeguarding and knew how to protect people from harm.
- Medicine was managed safely. People were supported to follow a healthy eating plan and staff advised and supported people to live a healthy lifestyle.
- People enjoyed living as part of both the Camphill village community and also were very involved in taking an active part in the wider community of St Albans and surrounding areas.
- There were sufficient staff to meet their needs and staff were recruited in accordance with best practice.
- 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. Health care had a focus to ensure people's ongoing wellbeing.
- Information was provided in a range of formats to support understanding. People were able to access spiritual support to meet their religious beliefs.

- There was a registered manager of the service and the rating was displayed within the main office/reception area as well as on their website. When required notifications had been completed to inform us of events and incidents, this helped us to monitor the action the provider had taken.

Rating at last inspection: Good (Published December 2016)

Why we inspected: This was a planned inspection based on the rating at the last inspection. At this inspection we found the service continued to be Good, and in one area improved to Outstanding.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received 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?

Good ●

The service was safe

Details are in our Safe findings below.

Is the service effective?

Good ●

The service was effective

Details are in our Effective findings below.

Is the service caring?

Good ●

The service was Caring

Details are in our Caring findings below.

Is the service responsive?

Outstanding ☆

The service was exceptionally responsive

Details are in our Responsive findings below.

Is the service well-led?

Good ●

The service was well-led

Details are in our Well-Led findings below.

Camphill St Albans

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.

Inspection team: One inspector.

Service and service type: Camphill – St Albans is a supported living service for people who live in privately rented houses and flats, the majority of which are situated within a mile radius of the registered office and St. Albans town centre. At the time of our inspection 39 people were being supported by the service.

The service had a manager registered with the Care Quality Commission. This means they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service 48 hours' notice of the inspection visit because registered manager and senior staff members are sometimes out of the office supporting people within the community and we needed to be sure that someone would be in.

What we did:

Inspection site visit activity started on 16 January 2019 and ended on 05 February 2019. It included visits to both the office and to people within their own homes. We carried out telephone calls to relatives in order to get feedback about the service people received. We visited the office location on 16 and 23 January 2019 to see the registered manager and office staff; and to review care records and policies and procedures.

We reviewed information we had received about the service since the last inspection. This included details about incidents the provider must notify us about, such as abuse. We sought feedback from the local authority, clinical commissioning group (CCG) and other professionals who work with the service. We assessed the information we require providers to send us at least once annually to give some key

information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection we spoke with 10 people and visited five people within their own homes to ask them about the support they received. We also received feedback from six relatives about their experience of the service provided. We spoke with five members of care staff, the registered manager and a representative of the senior management team. As part of this inspection we also spoke with two professionals from health care services.

We reviewed a range of records. This included four people's care and medicine records. We also looked at three staff files with regard to staff recruitment, a range of records in relation to training and supervision of staff, records relating to the management of the service and a variety of policies and procedures developed and implemented by the provider.

Is the service safe?

Our findings

Safe – this means people were protected from abuse and avoidable harm

People were safe and protected from avoidable harm. Legal requirements were met.

Using medicines safely and learning lessons when things go wrong

- Staff received training in administering medicines and their practice was routinely monitored and spot checked. Staff demonstrated an in depth understanding of people's medicines and documentation seen was both accurate and up to date. We found that there were no gaps on the (MAR) medication administration records which meant that we could be fully assured that people had received their medicines as prescribed.

Safeguarding systems and processes

- The provider had effective safeguarding systems in place and staff we spoke with had a good understanding of what to do to make sure people were protected from harm or abuse.
- All the staff including administration staff had received appropriate and effective training in this area.
- Posters and easy read information was displayed to provide details of who to contact if a person or relative had a concern.
- People told us they felt safe. One relative said, "We feel that our (name) is very safe living at Camphill. If there was a problem we would know who to speak to."

Assessing risk, safety monitoring and management

- Staff understood when people required support to reduce the risk of avoidable harm. Care plans identified risks; for example, the risk associated with using public transport and accessing the local community. Staff had developed step by step guidelines in relation to how to help ensure the person kept themselves safe when using the bus or accessing busy roads.
- Staff had received fire safety training and could explain emergency procedures and responsibilities. Each house had an evacuation plan which identified the persons individual need if an emergency was to occur.

Staffing levels•

- There was sufficient staff to support the needs of each person. The staff received positive feedback from people and relatives. One relative said, "There has always been enough staff support for (name) and the calibre of staff are very good with the right values and professionalism."
- The registered manager planned the number of staff required dependent on the needs of the people. We saw from the staff rotas that staffing levels were tailored to meet the individual person's needs, which included one to one support, when required to access local community services and social events.
- The registered manager had robust recruitment policies and processes in place to ensure that staff were suitable for the role.

Preventing and controlling infection

- Staff used personal protective equipment such as aprons and gloves to reduce the risk and spread of infection. Staff had received training in infection control, and all staff had received up to date training since the last inspection took place.

Is the service effective?

Our findings

Effective – this means that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence

People's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law.

- The provider assessed people's needs in line with their preferences. Support plans we reviewed in the office demonstrated detailed assessments of people's everyday needs and information on how staff should support the person in achieving these.
- The registered manager and support staff reviewed care plans regularly once they were in place.
- Staff applied learning from training, which was in line with best practice. This led to good outcomes for people and supported them to have a good quality of life.

Staff skills, knowledge and experience.

- Staff told us they thought the training was very effective and gave them the information, knowledge and skills to carry out their role effectively. A health care professional we spoke with told us "This is a very effective model in enabling people to live full and enriched lives within a local community, with staff who are both competent and committed to carry out their role to their best of their ability."
- People and relatives all commented on the staff's professional manner. One relative told us, "Overall the staff are friendly, supportive, professional and caring as far as I can tell. My (family members) key worker is exceptional in this respect."
- New staff felt supported and were provided with an induction which included training and shadowing experienced staff. We saw evidence that a newly appointed member of staff had recently attended a six-day intensive training course. We spoke with one staff member who told us "The induction I had when I first came to Camphill was thorough and comprehensive and gave me the confidence and support to do the best job I could." It was spread over several weeks and I shadowed a more experienced member of staff for the first two weeks."

Supporting people to eat and drink enough to maintain a balanced diet.

- Staff received training in diet and nutrition and supported people to follow and maintain a healthy eating plan and a nutritionally balanced diet.
- Support plans identified people's needs with regard to their eating and drinking. We observed staff respecting people's wishes and preferences when supporting them with their meals. One relative told us "My (family member) helps themselves to everything they want in the kitchen and there are no restrictions but staff do try and support them in choosing food that keeps them healthy."

Staff providing consistent, effective, timely care within and across organisations.

- The provider worked with different health and social care professionals to ensure care was provided consistently. For example, the mental health and learning disability teams and more recently support from the community speech and language therapists (SALT) and community physiotherapists. We also saw evidence that people were supported to access advice and guidance from a specialist in relationship and sexual counselling.

Supporting people to live healthier lives, access healthcare services and support.

- Staff supported people's basic healthcare needs and helped co-ordinate additional support by arranging GP appointments. One relative we spoke with confirmed their family member received the appropriate health service support, when required. They said, "I have every confidence in the staff letting me know if (name) had any health issues that I needed to be aware of but there have been no serious concerns to date that I have needed to be involved with."
- Information about how to support people's complex health needs and specific training was promptly available in all cases. This meant that staff were provided with the underpinning knowledge and expertise to support people effectively.

Ensuring consent to care and treatment in line with law and guidance.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires as far as possible people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible. People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA.

.We checked whether the service was working within the principles of the MCA and found that people's capacity to consent had been fully assessed and recorded within their support plans. For example we saw in one person support plan they had signed and consented to sharing their personal information with staff who support them, their GP and district nurse and also with the Care Quality Commission.

- Staff demonstrated that they knew how to ensure people were involved in decisions about their day to day support and respected their choices. Staff had received training in MCA and had an understanding of people's rights to refuse care and treatment.
- Staff ensured that people were involved in decisions about their care; and knew what they needed to do to make sure decisions were taken in people's best interests. For example, one person's support plan stated that 'I need staff to remind me to take my medicine and to witness me taking them so that I keep well and healthy.'

Is the service caring?

Our findings

Caring – this means that the service involved people and treated them with compassion, kindness, dignity and respect

People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported

- We observed people were supported by staff who were both respectful and kind. One relative said, "Staff who support (name) to keep as much independence as possible but also making sure they are safe and lead a happy and fulfilling life".
- We received many positive comments from people and their relatives. This reflected what we saw. One person said, "The staff who come to support me in my house are great fun and I can have a laugh and a joke with all of them, they are top people."
- All the staff we spoke with enjoyed working at the service. One staff member said, "I have worked in other supported living services but this one is a great example of how people should be supported within their local community, as well as maintaining their independence."

Supporting people to express their views and be involved in making decisions about their care

- People were encouraged to express their views in a variety of innovative and inclusive ways. For example, The 'Community Telegraph' which is a newsletter created within Camphill St Albans which records and relays events and activities that have taken place within the service and the wider community. This newsletter also informs people about forthcoming social events that they may like to take part in.
- People had the opportunity of meeting for weekly group meals in the newly built Michaelmas Hall, a community space where people come together to enjoy social events with staff and to share their ideas, their experiences and to discuss any concerns or issues they may have. Relatives we spoke with confirmed that they are kept informed and updated on the family members progress via family forum meetings which are held on a quarterly basis.
- People who used the service made their own independent arrangements with regard to consent to visits by their family members, friends and companions.

Respecting and promoting people's privacy, dignity and independence

- Staff understood it was a person's human right to be treated with respect and dignity and to be able to express their views. We observed all staff putting this into practice during the inspection. Staff were consistently polite, courteous and engaged and were genuinely pleased to work and be part of Camphill community. People were treated respectfully and were involved in every decision possible.
- As part of this inspection we obtained consent from people who used the service to visit some of the properties in which they lived. Throughout our visits we observed staff supported people in a dignified, respectful and courteous manner. We also saw staff always waited to be invited into the person's home before entering and only entered people's bedrooms after first knocking and with permission.

- We observed staff promoted people's independence. For example, one person had been supported and guided by staff to understand the risks associated with inviting people, who they had met for the first time, back into their own home. We saw evidence of the agreements that had been recorded and sanctioned by the person themselves in order to help keep them safe. This included notifying the staff member of the time they would return home, what their plans were and their travel arrangements. This information demonstrated that the staff recognised and respected the person as an adult and was being supported to take informed judgements and risks to live their life. This person stated the best thing about living within this supported living project was the 'Freedom'. This meant the service adopted a positive approach in a way that promoted and maintained the person's independence, safety and reflected their individual needs.
- People's information was stored securely to maintain their confidentiality

Is the service responsive?

Our findings

Responsive – this means that services met people's needs

Services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

How people's needs are met

- The provider was very person-centred and staff had an excellent understanding of people's individual needs.
- The provider was totally committed to assisting people to pursue their interests which created a sense of belonging and purpose. The service was very much part of the community in St Albans and was widely known.
- The registered manager and staff had taken an innovative and creative approach to providing both social activities within the community and also offering and supporting people with a range of work experiences. For example, 'The Café on the corner' is one such initiative in which people are supported to further develop their skills and knowledge in the catering profession. The café was open to the general public and encouraged people who live as part of Camphill to be engaged in the wider community. The café affords the opportunity for people to have a sense of self-worth by going out to work and having their lives enriched by knowing that their interaction with the public and their community in itself is rewarding. We were told that opportunities working at the café had also enabled people to move into paid employment outside of the Camphill community, for example one person was now employed working in the kitchen of a local restaurant. This person stated that they felt proud in getting this job, and it had motivated them to feel confident of seeking further employment outside of the Camphill community. One customer gave some very positive feedback from their recent visit saying they "Loved the friendliness and the brilliant service." We saw examples of a range of imaginative craft work and pottery that people had produced within the art studio, within the main community hub of the service, based within the centre of St Albans City.
- Another innovative project that people can take part in was the 'Seeds of Nurture' which gives people the opportunity and experiences of growing their own organic fruit and vegetables on the service's allotment. The produce from the allotment is then distributed in both the Café and in people's own homes.
- People also had the opportunity to look after and care for a flock of free range chickens on the allotment. The free-range eggs are then distributed to both the café and to people who live within the Camphill community. This project also taught people handcraft skills such as weaving and making willow fences. One person proudly told us that they had learnt many new skills since joining this project. They said, "I love it there, I can choose what to do each day and if it's cold we have plenty of jobs that we can do inside to keep warm, but my favourite time is the summer when I can feel the sunshine on my face."
- The programme of events was individually created from the person's expression of interests when they first moved into the service. We saw that people were offered an extensive range of activities and social opportunities to enjoy, for example learning DJ skills which were held in the main hub of the service, film clubs, swimming and gym exercise, pool club, art and portrait sessions as well as regular outings to give people the opportunity to experience a diverse range of cultural and contemporary art forms. One person

told us "I love that we get to go up to London and visit places, I like to go on the tube and like to see people playing music in the street." Another person proudly showed us examples of the art work that they had created which was displayed around the newly built community Hall.

- There were strong links to the community. People who lived within Camphill- St Albans were encouraged and supported to embark on work experience within both the catering and cleaning professions. We were told that as a result of the work experience gained within the Camphill community, people had secured paid employment working as both cleaners and kitchen assistants. One person who had worked in the café, gained the necessary skills in customer service to successfully gain employment at a local cinema. They stated, "I like to watch movies and working at the café means that I not only help people, but I get to have fun doing it." We also saw that people had the opportunity to volunteer in the local Oxfam bookshop and other non-profit organisations. Several people enjoyed attending courses held at local colleges, for example courses in horticulture, performing arts and in animal care. One person proudly told us that they thoroughly enjoyed playing their musical instrument in a local orchestra and also attended a weekly social and leisure club.

- Staff were extremely responsive towards people's lives and their individual needs. People's outcomes were being met consistently and responsively. One person told us, "I love everything about living as part of the Camphill community because it gives me a sense of being part of the bigger picture in terms of who I am." Another person told us "I like interviewing new staff because it's very important that the right people help and support us. I also love being involved in the local community." One relative we spoke with told us "Living at Camphill has definitely improved (name's) life. They are able to work on their independence and go out and join other people in the Camphill community. There is an amazing range of opportunities for (name) to take part in and it is a true reflection of what community living should be about." Without exception, everyone we spoke with and their family members felt the service offered all the support people needed with opportunities to continue to live life how they wished.

- People, relatives and professionals told us they were fully involved in the creation and review of care plans and individual needs. One person who had complex communication needs was supported by using a step by step guide that outlined key questions the person would ask and how staff should respond to these, in a way that reduced the person's anxiety and behaviour that challenged. We saw evidence that this strategy had been very effective in enabling this person to live their life in a more relaxed and positive way.

- The provider took every opportunity to understand people's needs, before they moved into the service. A detailed assessment of the person's needs was completed. This involved people of importance to the person and any professionals so the care would reflect health care needs along with preferences and life history. One relative told us "We were fully involved in helping with (name) assessment, their life story and history and also their aspirations before they fully moved into Camphill. This helped us feel part of the whole 'leaving home' process.

- All the staff were extremely responsive to the understanding of people's lives and their support requirements. They confirmed that they read the support plans, along with speaking to the person and updated themselves about any changing needs prior to them commencing their shift. For example, we saw how the continued reviewing of people's support needs had helped reduce and improved reduced the risk of people, with regard to managing behaviour that may challenge.

- Staff knew about and actively supported people's cultural and diverse needs and how this may affect how they required their support. For example, we saw evidence of how the registered manager and staff were fundamental in supporting people with regard to exploring their gender and sexual orientation choices. We saw that extensive support and guidance had been provided to people who may desire to dress in clothes that did not necessarily conform to the stereotypical image of their gender at birth. We saw the registered manager and staff had provided excellent advice, support and guidance from local community based resources within the LGBT+ community which had enabled people to feel more confident and supported in being able to identify themselves in their preferred gender and the clothing and lifestyle associated with

these choices.

- Information was provided in a range of formats and methods to support people with their understanding of information when making choices. For example, aids were used effectively to support their communication, this included individual tablet computers and associated communication aids used to support people when making decisions. Camphill village Trust connect ensures that these communication aids and the access to the internet is monitored and managed in a way that continues to keep people safe. This reflected the provider had considered the Accessible Information Standard, which is a requirement to provide information in a format to support people with a disability or sensory loss.

End of life care and support

- The service had provided staff with the necessary training and guidance in supporting people's end of life wishes and beliefs. Throughout our inspection we found staff were skilled in empathy and understanding to support people and family members to explore and record their wishes for care at the end of their lives. Care plans reflected people's wishes, which included any cultural or religious needs.

Improving care quality in response to complaints or concerns.

- People and families knew how to make complaints; and that these would be listened to and acted upon in an open and transparent way, as an opportunity to improve the service.

One relative said, "We have a very good relationship with all the staff who support (name) especially their key worker who we contact immediately if we had any concerns or issues about anything."

- We saw that any complaints had been investigated comprehensively, providing the complainant with a formal response.

- The complaints procedure was displayed within the main hub of the service. There were also a copy displayed within each person's own home, and where necessary this was produced in a pictorial format for people who were unable to comprehend the written word.

Is the service well-led?

Our findings

Well-Led – this means that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture

People's needs were met through good organisation and delivery.

Provider plans and promotes person-centred, high-quality care and support, and understands and acts on duty of candour responsibility when things go wrong

- People were at the heart of the service and staff worked collaboratively to ensure a shared vision about the ethos and culture of the home. The registered manager told us, "We all work hard and effectively in providing diverse opportunities for people and to achieve the best possible quality of life, I think we do that very well. "People are supported through a diverse and rich culture which forms the basis of the philosophy surrounding the Camphill Village Trust. People who use the service, staff and relatives all told us that the lives of the people who are supported are fulfilling, meaningful and rewarding. One person told us "The best thing about living here is that I am seen as an equal person in the community and also by the staff who support me, my life is a happy one."
- People who used the service spoke extremely positively about the staff and the management team. A relative said, "All the staff I speak with are both professional and competent. They know my (name) very well and enable them to live as independently as possible, which makes them truly independent and a valued member of society."
- Staff were motivated, supported and encouraged by the registered manager and showed pride in the support they gave to people who used the service. One outside professional we spoke with considered the registered manager and provider had worked hard to truly integrate people into the local community in which they lived. In particular, the opportunities they offered people with regard to social, leisure and work opportunities they had promoted and accessed for people to enjoy.

Staff we spoke with all provided very positive feedback about the registered manager. They told us that they found them professional, honest, competent and approachable. One person told us "The manager is 110% committed to improving the lives of the people who live at Camphill and they work tirelessly to achieve this." Another staff member confirmed that they have the opportunity to attend regular one to one supervision sessions as well as regular team meetings in which they can contribute ideas to further improve the service or to discuss any concerns they may have about a person they support. All staff told us that they found the registered manager both open and transparent.

- There was a registered manager at the service and the rating was displayed at the service and on their website. When required notifications had been completed to inform us of events and incidents, this helped us to monitor the action the provider had taken.

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements.

- People benefitted from a registered manager who had created an open culture and had developed positive values within the service. Staff spoke positively about the management team and felt they were approachable and supportive. One staff member said, "All the senior staff here are brilliant. They are always available for a quick chat if you need them and they also work alongside the support staff which I think is important."
- There was a strong framework to monitor performance. Staff were supported with regular meetings and individual supervisions. Staff told us they found them useful and informative. Staff opinions and suggestions were welcomed, one staff member said, "We have an open culture here which spreads throughout the organisation. The philosophy of Camphill village Trust are supported and respected by all staff. This is about achieving the best possible quality of life for the people we support. I definitely feel we achieve that here. We are one happy and motivated team."
- Management processes were used on a regular basis to reflect best practice. These audits had been used to review all aspects of the home and when an area was identified it was addressed.
- The registered manager was passionate about providing person centred care and this was reflected in every aspect of the service. We saw when an accident or incident was recorded, they were immediately reviewed.

Engaging and involving people using the service, the public and staff.

- We saw that feedback was obtained via both the family forums that were held every three months and also through annual satisfaction surveys. These comments reflect the themes noted: The manager and staff work extremely hard to give people the best possible lives at Camphill."
- People were empowered to help run and improve the service. There was a consistent approach to ensure everyone could contribute to the development of the service and the improvements to people's lives. For example, people were included in the interviews of new staff members and were able to offer ideas and suggestions through regular community meetings and service user forums. We were also told about a project where people are supported to represent the community and have the opportunity to visit other Camphill Village Trust communities to identify good practices to share within their own community as well as being able to share their own experiences of Camphill – St Albans. The reports from these audits are then shared with the rest of the community in terms of looking at how the provider continues to improve upon the standards in being able to enrich the lives of individuals.

Continuous learning and improving care

- The registered manager was proactive in all aspects of service delivery and there was a strong emphasis on continuous improvements. Since the last inspection was carried out a new community building "Michaelmas Hall" has been built which is a beautiful creative and light filled space for everyone to access and enjoy. This space is used for a variety of social celebrations, activities and to take part and enjoy community meals together. The service commissioned a giant mural painted within this building that radiates the philosophy of Camphill Village Trust which is one of promoting interactive lives in the communities they are part of.
- The registered manager used audits and feedback to develop and improve the service and relayed this to their staff team.

Working in partnership with others.

- The registered manager showed how they worked with others and external health and social care

professionals to help improve the quality of life for people who used the service.

- The service provides a contact record for health professionals so that important updates can be added into a person's care plan or risk assessment.
- The registered manager also attended local networking groups both within the Camphill Village Trust and also wider organisations.