

Sanctuary Home Care Limited

# Sanctuary Supported Living (Tees Valley Care Services)

## 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?	Good ●
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

About the service: Sanctuary Supported Living (Tees Valley Care Services) provides care and support for up to 21 people living in two 'supported living' settings. People who used the service lived with mental health conditions and needed support to regain the skills and confidence to live independently. At the time of this inspection one person was using the service who needed assistance with their personal care.

People's experience of using this service: The person told us they were very happy with the supported they received. Staff had worked very closely and sensitively with the person to support them experience a wider range of activities and improve their daily living skills. The person told us that the staff were friendly and made them feel at ease. Prior to moving to the service the staff had spent time with the person and their previous care team to find out how to best support them.

Staff were well trained and knowledgeable about their roles and the care people needed. Staff received a wide range of training including how to work with people living with mental health conditions.

Systems and processes were in place and well monitored so the service was safe and run well. No one needed staff support to look after their medicines but staff were trained and regularly assessed to make sure they could do this if necessary. The registered manager and staff had robust risk assessments and acted appropriately to mitigate any identified risks.

People's rights were upheld. The person was given choice and supported to make decisions. All the people who used the service had the capacity to make decisions but would ask staff for advice around making wise choices. The staff enabled people to review decisions they made about taking risks and were needed supported individuals to make changes to their response to risk.

Staff effectively reported any safeguarding matters. The registered manager thoroughly investigated any concerns, and resolved these matters. All incidents were critically analysed, lessons were learnt and embedded into practice.

The service was well run. Staff and people's views were gathered and used to inform developments at the service. The registered manager made sure that the service was delivering a good service.

Rating at last inspection: This was the first time the service was inspected.

Why we inspected: This was a planned inspection.

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?

Good ●

The service was 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.

# Sanctuary Supported Living (Tees Valley Care Services)

## **Detailed findings**

### Background to this inspection

The 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 adult social care inspector completed this inspection.

Service and service type: Sanctuary Supported Living (Tees Valley Care Services) provides care and support to up to 21 people living in two 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

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.

Notice of inspection: We gave the service 48 hours' notice of the inspection visit because we needed to be sure that the registered manager would be in.

What we did: We reviewed information we had received about the service to plan the inspection. This included details about incidents the provider must notify us about, such as abuse; and we sought feedback from the local authority and 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.

During the inspection: We met the person who used the service. We also spoke with the registered manager and a support worker who was on duty at the time of our inspection. We reviewed a range of records. This

included the persons care records, various records related to recruitment, staff training and supervision and the management of the service.

# Is the service safe?

## Our findings

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

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

### Systems and processes

- The registered manager completed a range of audits and review, which they used to determine if service was operating effectively.
- We saw the provider had robust procedures in place to ensure current and the future recruitment of staff was safe.

### Assessing risk, safety monitoring and management

- Staff understood where people required support to reduce the risk of avoidable harm. Care plans contained detailed explanations of the control measures for staffing to follow to keep them safe. The records used to monitor risks such as exploitation were well maintained.
- The staff had adeptly identified when individuals were being emotionally and financial abused by members of the public. They had worked with these individuals' social workers and arranged additional support.
- The environment and equipment was safe and well maintained. Emergency plans were in place to ensure people were supported in the event of a fire.

### Staffing levels

- The person had a care package and received 27 hours per week from their dedicated support workers. The registered manager made sure there were always sufficient staff on duty to meet the person's needs.

### Safeguarding systems and processes

- The provider had effective safeguarding systems in place and the staff spoken with had a good understanding of what to do to make sure people were protected from harm or abuse. Staff had received appropriate and effective training in this topic area.

### Using medicines safely

- No one needed to support to manage their medicines.

### Preventing and controlling infection

- Staff had received infection control training and we found that plenty of personal protective equipment (PPE) available for staff should it be needed.

### Learning lessons when things go wrong

- The registered manager critically reviewed all incidents and ensured staff considered how lessons could be learnt. For example, staff had reviewed how risks of people being exploited were managed. Following the review, the registered manager had found the lack of meaningful occupation for one person had led to them

encountering people who wished to take their money. The registered manager had worked with the social worker to increase the support offered so staff could support them undertake more activities. Since then there has been a significant decrease in the incidents and the individuals reported that they now had a much better quality of life.

# 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.

Good: 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 had developed an in-depth assessment tool. The registered manager and staff ensured detailed assessments were completed and these informed all care plans. The provider was reviewing the current tools to determine how they could be enhanced for people who used support living settings.
- Care plans were detailed. They had been kept up to date when people's needs had changed.
- The registered manager actively sought out information on current best practice and standards. They shared this with staff and made sure up to date guidance was followed.

Staff skills, knowledge and experience

- Staff had the skills and experience to support people. They received a programme of training, delivered through E-learning and face-to-face. Staff's understanding and skills were checked through knowledge and practical tests.
- Staff had regular supervision and appraisals.
- The registered manager had a good system to understand which staff needed their training to be refreshed and who required management. Staff told us they felt supported.

Supporting people to eat and drink enough with choice in a balanced diet

- People were very independent and cooked all of their meals themselves. Staff offered guidance on maintaining a healthy diet.
- Staff have been great supporters. They have joined the local gyms and slimming clubs with people to give them moral support and someone to act as a sounding board.

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

- The registered manager and staff made sure the service met the person's needs. Staff told us that they had worked with the staff from the person's other placement prior to the individual's move so they had a good understanding of their needs and "could easily spot the slightest change in their presentation."

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

- The service worked well with other organisations. People independently managed their own health needs and contacted doctors, as and when needed. However, the provider also ensures that hospital passports are in place for each person so important information about their health and support needs can be assessed if there is an emergency.

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

- We checked whether the service was working within the principles of The Mental Capacity Act 2005 (MCA),



whether any restrictions on people's liberty had been authorised and whether any conditions on such authorisations were being met.

- No one using the service lacked capacity. However, the registered manager and staff understood all the principles and guidance related to MCA and Deprivation of Liberty Safeguards (DoLS) authorisations.

# Is the service caring?

## Our findings

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

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

Ensuring people are well treated and supported

- The person told us that they found the staff were consistently kind and caring. The person's comments included, "The staff are good", "they are nice" and "I like it here."
- From our discussion we found that staff worked very closely with people and sensitively supported the person to complete personal care tasks.
- The registered manager told us how they supported people's human rights and promoted equality and diversity. They actively promoted people's rights and made sure staff treated people in a person-centred manner.

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

- We found that staff showed genuine concern for people's wellbeing. Staff worked in a variety of ways to ensure people received care and support that suited their needs. The person was encouraged to remain as independent as possible.
- Staff supported people to make decisions about how they met their care and support needs. Since the service had opened people had successfully transitioned from this support living setting to their own homes and to living independently.
- People who use the service have regular meetings. This forum empowers people to give feedback on the service and to offer ideas on what they would like to see on offer at the scheme.
- We saw that information about advocacy services was available, and when needed, the staff enabled people to access these services. Advocates help to ensure that people's views and preferences are heard where they are unable to articulate and express their own views.

Respecting and promoting people's privacy, dignity and independence

- Staff explained how they maintained the privacy and dignity of the person they cared for and told us that this was a fundamental part of their role.
- Staff helped people to feel more confident doing things for themselves and this was reflected in the number of support hours people needed.
- Staff supported people to re-engage and develop positive relationships with their families and friends.

# Is the service responsive?

## Our findings

Responsive – this means that services met people's needs.

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

How people's needs are met

- We observed that the person was consistently supported to express their opinions about what was on offer and given choices about all aspects of their care and treatment.
- The registered manager and staff told us about the activities the person engaged in both outside and within the home. The person organised their own activities and discussed with us the clubs they went to and their interests.
- The registered manager told us that one person discussed their dream, which was to attend a Christmas market. Staff worked with the person to budget money for the trip, and supported them to go to the markets in York and Leeds. The person stated that it was a trip they would never forget.
- Staff have supported individuals to look at future goals and understand the steps they need to take to achieve these. Staff have actively work with people and outside agencies to achieve their goals. For example, staff supported one person to reduce the negative impact of their depression and anxiety. This work supported the person to improve their general health and well-being so much that they could move into their own accommodation.
- People are actively invited to get involved in the many activities that are organised by the service, such as the monthly cinema group, weekly movie nights, the client lead art club, going to local football matches, the gym and for group meals out.
- The scheme was recently received a visit from the provider's Family and Friends team, which includes people who use services. The feedback from the visit was extremely positive and the assessor stated that they would highly recommend the scheme to others.

Personalised care

- Care plans contained personalised information such as how to support individuals with their personal care and what they needed to do to become more independent.
- People's needs were identified, including those related to equality and their choices and preferences were regularly reviewed.
- Each person has a Recovery Star in place. The staff work with people to use this tool to assist them to improve the different aspects of their lives, for example making improvements with living skills, addictive behaviour or personal relationships.

Improving care quality in response to complaints or concerns

- People had access to information on how to make a complaint.
- Systems were in place to ensure complaints were acknowledged, investigated and responded to by the registered manager. No concerns or complaints had been raised over the last five years.

End of life care and support

- No one using the service was receiving end of life care.
- Staff were aware of good practice and guidance in end of life care, and respected people's religious beliefs and preferences.

# 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.

Good: The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

### Leadership and management

- The registered manager and the culture they created effectively supported the delivery of high-quality, person-centred care. We found the registered manager and staff consistently strived to deliver an excellent service.
- The provider has systems in place to complete regular and comprehensive reviews of the service. The area manager conducted regular audits and a two-day internal audit is completed annually. The registered manager ensured that actions identified were acted upon and resolved.

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

- Staff told us they felt listened to and that the registered manager was approachable. Staff understood the provider's vision for the service and they told us they worked as a team to deliver high standards. Feedback from people confirmed that they felt listened to and integral to the service development.

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

- The service was well-run. People at all levels understood their roles, responsibilities and their accountability. They were held to account for their performance where required.

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

- The provider and registered manager positively encouraged feedback and acted on it to continuously improve the service. For example, by looking at how to work with the local community to extend people's access to work and education.

Continuous learning and improving care

- The quality assurance system included lots of checks carried out by staff, the registered manager and the regional manager. The registered manager critically reviewed the findings from the various audits and tools to identify where improvements could be made. Following any change to practice the registered manager then reviewed these to determine if the alterations were having a positive impact for people who used the service.
- A culture of continuous learning meant staff objectives focused on driving improvement and providing a high standard of care.

Working in partnership with others

- People, relatives and visiting professionals had completed a survey of their views and the feedback had been used to continuously improve the service.
- Durham Council and Darlington Borough Council conduct reviews of the service and both found that the service was performing exceptionally well.