

Harrow Council

Harrow Council - Roxborough Park

Inspection report

62 Roxborough Park
Harrow
Middlesex
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Tel: 02084235603

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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

62 Roxborough Park is a service for eight people with autism and challenging behaviour. All people who used the service displayed some forms of behaviour which challenges the service. The service is spacious and provides accommodation on the ground and first floor. 62 Roxborough Park is located closely to Harrow town centre, which provides good transport links and shopping facilities.

At the last inspection on 11 February 2015, the service was rated Good.

At this inspection we found the service remained Good.

The staff we spoke with showed sound understanding of how to recognise and report allegations of abuse. Risks to people who used the service were assessed and robust risk management plans ensured a consistent approach from all staff involved in people's care. Medicines were managed safely and sufficient staff was deployed to ensure people's needs were met.

Training provided to was specific to their role. Regular supervisions and appraisals ensured that staff were provided with the right support to carry out their duties. Support was provided enabling people to have maximum choice and control of their lives, without putting too many restrictions on them. This was supported by a wide range of policies and procedures. People took part in the planning and preparation of their meals.

Staff demonstrated a genuine caring attitude towards people ensured their dignity and privacy was maintained.

Person centred care records ensured that care provided was centred around people who used the service. The care plans were also relevant to people with the autistic spectrum condition. People were clear how to raise concerns. The service did not receive any complaints since our last inspection.

The management at Roxborough Park was available and was involved in hands on care. All staff told us that the registered manager was very experienced, easy to approach and was always open to suggestions in how to improve the quality of care provided. Quality of care was reviewed and monitored frequently to ensure that the quality of care was not compromised.

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.

Harrow Council - Roxborough Park

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 inspection took place on 9 February 2017 and was announced.

The provider was given 48 hours' notice because the location was a small care home for people with autism and behaviours that challenge the service who are often out during the day; we needed to be sure that someone would be in.

The inspection was carried out by one inspector and one expert by experience (ExE). An ExE is a person who has personal experience of using or caring for someone who uses this type of care service.

Before our inspection we also reviewed our records about the service, including previous inspection reports, statutory notifications and enquiries. Prior to the inspection the provider completed and returned to us provider information return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make.

We spoke with two people who used the service, seven relatives, nine staff and the registered manager. We looked at two care records, three medicines records and four staff records. We checked the audits, policies and procedures and maintenance records of the home.

Is the service safe?

Our findings

The majority of people were unable to verbally communicate due to their disability. People who used the service conveyed by their body language that they felt safe and happy at Roxborough Park. For example one person smiled and gave us the thumbs up in response to the question if he was safe. Relatives told "It's a fabulous home - I feel confident that he's safe and well looked after – I've never thought anything different." Another relative told us "He's happy there – that's the main thing, he's safe and happy. He always wants to go back if he's been home."

Training records showed us that all staff had received safeguarding training and regular safeguarding refreshers. Staff told us how they would recognise abuse and that they would report it to the registered manager or the local authority and Care Quality Commission (CQC).

The service had detailed risk assessments for people. The risk assessments provided information on what actions were to be taken to minimise the risk. Staff told us that they found the risk assessments important and they helped them to work consistently with people.

Relatives and staff told us that there were sufficient staff deployed to meet people's needs. One relative told us "Yes, there is enough staff – they take them out, and they go to the Day Centre. There doesn't seem to be a staffing problem, and as I've got older, they will bring [person's name] to see me, and they always come with two staff which is good to know." Observations made during this inspection confirmed this. The registered manager told us that additional staff will be provided in the event of people attending unplanned activities or had to attend appointments, staff confirmed this. The provider had a robust recruitment procedure in place. Staffing records viewed confirmed that the procedure was adhered to and appropriate employment checks were carried out.

Medicines were managed safely. Training records and comments made by staff confirmed that they had medicines and their competency was assessed to ensure they administered medicines safely. Medicines records viewed were of good standard, they were audited regularly by staff and the registered manager, and this ensured that any discrepancies can be dealt with as soon as possible.

The home was clean and free of offensive odours. We were told by staff that they were very proud of providing a clean environment. One care worker told us "I like my home clean, so there should be no difference here at Roxborough."

Is the service effective?

Our findings

Relatives told us "They're very flexible around food, and it seems fine – it's pretty balanced I think, he's been very healthy over the years." Another relative said "They are very good about all health related meetings and they keep an eye on health things – glasses, hearing aids, eczema for example. They keep us informed and we're still involved. If they are worried, they call the GP and they always ring to tell me."

Staff told us that there was a lot of training available and that it was very easy to access. Training records told that staff had done a lot of training which was relevant to their role. The training included manual handling training, health and safety, food hygiene, infection control and medicines administration training. . The home also provided an in-depth Autism training course, which has to be completed as part of the induction of new staff. One relative told us "They really understand Autism – they have a deep knowledge of it I think. I know they did a lot of background work for the Autism certificate, and that has stayed with the staff." New staff received very detailed induction training and established staff received annual refreshers. Records viewed confirmed this. All staff confirmed that they received regular supervisions and appraisals; this was confirmed by records we viewed in staff files.

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). Where staff suspected that people lacked capacity an assessment had been carried out. We saw that all people had a standard authorisation that had been issued by the relevant supervisory body.

People were provided with a well-balanced and nutritious diet. People were involved in chosen their own menu during the weekly residents meeting. Their likes and dislikes were recorded in their care plans and we saw that the menu reflected this. For example staff told us that some people like West-Indian food and the menu showed a specific food from this region. Care workers told us that people were involved in the food shopping, and we saw that they were free to come and go in the kitchen. Care workers told us "All the residents help with the shopping – they can choose things when they see them on the shelves – no online shopping here!"

The home had very good links with community healthcare professionals. They responded quickly if people's health needs changed. For example one person was not eating for a while and they went the doctor to examine this and got a referral to see a specialist.

Is the service caring?

Our findings

The majority of people were non-verbal, but made gestures, such as a smile, a nod and 'thumbs up' when we asked if the staff were good, kind and caring. Relatives spoke highly about the staff team, the support provided and caring attitude of all care workers. Relatives told us "The staff team are marvellous – he has quite simply had the best of care for over 20 years," "We can't praise them enough – we're very happy with the standard of care. I'd give it 11/10!" and "They do really care for [person name] – I think its first class, always really positive interactions."

Care plans were person centred and contained information regarding people's likes, dislikes, interests, history and hobbies. The care plans were reviewed on a regular basis and updated as and when necessary. People who use the service and their relatives were involved and invited to review meetings. People's views were respected and their choices whether they liked to do certain things were respected. All relatives expressed consistently that people were treated with dignity and respect. People were supported to enhance and maintain their independence. One relative told us "Although [person's name] has one to one support, he still needs time on his own too, and they respect that. It's about making sure he knows staff is around if he needs them."

We saw that people felt comfortable in their home and with the staff supporting them. People lived together for a very long time and formed deep bonds and friendships between each other. The registered manager told us that the home developed good relationships with the professionals who were easy to access if additional support was required. For example external support was sought for the management of behaviours that challenge the service. This helped people to deal with their behaviours more pro-actively and ensured a consistent approach from the staff team.

Staff had a good understanding of the importance of confidentiality. Care records were stored securely. Information was kept confidentially and there were policies and procedures to protect people's confidentiality. We observed care staff returning care records to the designated locked cupboards once they have finished updating the paperwork.

Is the service responsive?

Our findings

People and their relatives were involved in the planning and reviewing of their care and support. One relative told us, "Staff at Roxborough Park has really done well with helping him to do more and get out more" and, "They always invite me to his Care Review – it's not so easy for me to travel now, so when he visits me – they drop him off, and my other son will take him back." Staff took time to consider and understand what people enjoyed doing and recorded how they responded to different activities to ensure people could continue to take part in things they enjoyed.

Care plans were person centred, with the use of pictures and symbols to make it easier and more meaningful for people who used the service. The new care plans also reflected changes to people's needs, for example in regards to independent travelling arrangements and using mobile phones independently.

All staff demonstrated good understanding of people's individual needs and they told us that they were given sufficient time to ensure care documentation was updated in a timely fashion. Daily care records provided clear detailed information of people's activities, their moods or any behaviour that challenged the service. Staff told us that the daily records were useful and that they used them for reference if they had been off duty.

People were engaged in activities on the day of the inspection. People went to the day centre and one person stayed at home. The home had arranged for an activity based on the person likes. When people returned from the day centre they spent time in their rooms listening to music or relaxed in the lounge.

The home provided a wide range of activities and people were actively supported by staff to follow their interests and develop new ones. There was information about activities on display in the kitchen and in people's rooms, and this was in written and visual format. All of the people were able to access a local Day Centre which offered a range of things to do. We saw photographs of holidays – some had gone in small groups, others had just gone on their own with staff, depending on their preference and in their best interests.

Relatives told us they would talk to the registered manager, or staff, if they had any concerns. One relative told us, "I feel I get on extremely well with the manager – I can ring him whenever. Over the years, any concerns always get resolved, so if any little thing isn't right, I only have to ask once, and it's sorted out." The service has an appropriate complaints policy. At the time of our inspection there were no open or recent complaints.

Is the service well-led?

Our findings

The home has a manager registered with the Care Quality Commission. 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.

Relatives and staff spoke highly of the leadership at the service. Comments regarding the registered manager included he was very experienced, easy to talk to, very supportive and listened to comments made to improve the service. Relatives told us "Yes, I would say that the leadership is good – [manager's name] is smashing – as a manager he has a very hand on approach, and we couldn't have asked for anything better." Staff comments about the registered manager included "[manager's name] is very supportive, and I do feel appreciated by him" and "[manager's name] is great -he asks us questions, how we are, chats to the residents, checks things in the house - he's here a lot, and he's a real presence. He makes sure everyone feels involved and valued too."

Staff told us they found the supervision sessions, appraisals and team meetings useful. They said that feedback was always given in a constructive way. One staff member told us, "I started as an RSW, and I got promoted to Team Leader – they have been great to help me develop my skills." Staff described team meetings "We have staff meetings every week on a Wednesday – [manager's name] is always there if we need him. The meetings are like an open forum as well – we can raise ideas to improve things."

The provider has a legal duty to inform the CQC about changes or events that occur at the home. They do this by sending us notifications. We had received notifications from the provider when required.

The registered manager completed regular audits and spot checks to ensure the quality of care was monitored and maintained. Appliances such as heating, gas supply, water supply and electrical installation were checked regularly by external contractors. Quality audits were carried out monthly or quarterly and these included health and safety, medication and fire safety amongst others.

All accidents and incidents which occurred were recorded and analysed. The time and place of any accident was recorded to establish patterns and monitor if changes to practice needed to be made.