

# The Jubilee House Care Trust Limited

# Jubilee Domiciliary Care Agency

## 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

This inspection took place on 7 and 8 June 2016. We gave the service 48 hours' notice of the inspection in order to make sure the registered manager and people who use the service would be in. At our last inspection on 24 February 2014 the service was found to be meeting the required standards in the areas we looked at.

Jubilee Domiciliary Care agency provides supported living for three people who all live in one property. At the time of our inspection the service was providing support to three people. The service is run and supported by the same registered manager and staff of another nearby service 20--22 Lincoln Close 220-21-22 Lincoln Close 20-21-22 Lincoln Close 0-21-22 Lincoln Close

There was a registered manager in post. A registered manager is a person who has registered with the CQC 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 and associated Regulations about how the service is run.

People told us they felt safe and happy. Staff were clear on their role in supporting people to have independence and control over their lives while promoting their safety, comfort and wellbeing. People said they were supported to plan a healthy balanced diet and were supported in their physical and mental health needs.

Staff had received training in how to safeguard people from abuse and knew how to report concerns. Safe and effective recruitment practices were followed to ensure that all staff were suitably qualified and experienced.

There was a strong emphasis on providing care which focused on the individual. People told us they were fully involved in planning their care and they were encouraged to develop their skills and interests. There were clear plans on how people wished to be supported and the goals they wanted to achieve. The service was flexible and responded positively to changes in people's needs.

People were positive about the skills, experience and abilities of the staff who supported them. Staff received training and refresher updates relevant to their roles and had regular supervision meetings to discuss and review their development and performance.

Staff developed positive and caring relationships with the people they supported. People told us that support was provided in a way that promoted their dignity and independence and respected their privacy at all times.

Jubilee Domiciliary Agency was well led by a manager who knew the people who used the service and supported them to have their views and ideas heard and acted upon. People who used the service and staff were very complimentary about the registered manager and how the service was operated. Effective

arrangements were in place to monitor risks and the quality of services provided.

## 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.

People were protected by staff who understood the safeguarding procedures and would report concerns.

There were sufficient staff members available to meet people's needs.

People were supported by a staff team who had been safely recruited.

### Is the service effective?

Good ●

The service was effective.

People received support from a staff team who were appropriately trained and supported to perform their roles.

Staff sought people's consent before providing care and support.

People were supported to enjoy a healthy diet.

People were supported to access a range of health care professionals to help ensure that their physical and mental health and well-being was being maintained.

### Is the service caring?

Good ●

The service was caring.

People who used the service were treated with warmth, kindness and respect.

Staff had a good understanding of people's needs and wishes and responded accordingly.

People's dignity, privacy and independence was promoted.

### Is the service responsive?

Good ●

The service was responsive.

People received care that was responsive to their individual needs.

People were supported to be involved in decisions about their care.

People were supported and encouraged to engage in a range of activities in the wider community.

People's concerns were taken seriously and acted upon.

**Is the service well-led?**

**Good** ●

The service was well-led.

People had confidence in the staff and the management team. Relatives, staff and health care professionals were very positive about the registered manager and how the service operated.

The provider had arrangements to monitor, identify and manage the quality of the service.

# Jubilee Domiciliary Care Agency

## **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 was 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.

We visited the service on 7 June 2016 and the inspection was announced to make sure that relevant staff were available to support the inspection. The inspection was carried out by one inspector.

Before the inspection we reviewed all the information we held about the service. We also contacted commissioners and health professionals who had experience of dealing with people at the service to obtain feedback. The provider had completed a Provider Information Return (PIR). This is a form that requires them to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection we spoke with two people who used the service, two relatives, three staff member, and the registered manager. We looked at care plans relating to two people who used the service and two staff files and a range of other relevant documents relating to how the service operated, including monitoring data, training records and complaints and compliments.

# Is the service safe?

## Our findings

Everyone we spoke with supported by the service said they felt safe. One person told us, "I feel very safe. The staff help me feel safe. I have my own keys." Relatives said they were confident about the support their relative received that it was safe and there were sufficient staff available.

Staff had a good understanding and knowledge of how to safeguard people against the risk of abuse. They had received training which they said was clear and helpful. All staff knew, and had no hesitation, in reporting any concerns and told us they were confident that any concern would be dealt with quickly. We found that the registered manager had responded appropriately in regards to any concerns relating to safeguarding people from the risk of abuse. For example, they had initiated a safeguarding referral to the local authority around a person's vulnerability in their use of social media and supported the person and staff in ways of managing the situation. The registered manager was the safeguarding champion of the organisation and carried out audits of each of the homes within the organisation. Safeguarding people from the risk of abuse was a standing item on the staff team meetings so staff could discuss any aspect of safeguarding or ask any questions. All the staff were aware of the whistle blowing policy and said they were encouraged, by the provider, to use it should the need arise.

People were involved in assessments to help positively manage risks that could occur in many areas of their lives. For example, with any behaviours that may require support such as anger or giving people too much personal information. This also included situations such as managing travel alone to new locations or around handling money. One person said how they had found money very confusing but the staff were helping them to organise their money and keep it safely. Another person said how they were enjoying learning to cook more and using the cooker and microwave safely. Each person had a missing persons procedure in which specific timescale were set out according to individual need. The service also had a business continuity plan to support the safe management of emergency situations and ensure people were safe

Safe and effective recruitment practices were followed to help ensure that all staff were of good character, physically and mentally fit for the roles they performed. Staff records confirmed checks had been made to ensure they were safe to work with vulnerable adults before a position was offered to them. This checks included, any gaps in employment had been checked, two or three references had been obtained and verified and checks made with the Disclosure and Baring Service (DBS ).

People were supported by sufficient numbers of staff to meet their needs. Staff confirmed this to be the case and to enable people to use the time available to them in a flexible way. One staff member said, "It is good to have time to work with people as they require." People told us staff were there when they needed support and they also knew how to contact them if necessary. One person said, "I can ring staff if I need them." The registered manager or other senior staff were available on call to support staff outside of office hours in the event of any kind of an emergency.

Staff were confident in the role they had in medicines, either prompting or assisting people, and said they

had received appropriate training. People told us they managed their own medicines. One person previously had all their medicines in a blister pack from the pharmacy but were now able to manage the individual packets of medicines and kept them in a locked cabinet in their room. The person said, "I have a cabinet in my room for my medicines but I look after them all myself." Staff said they were really pleased with the progress people had made in managing their medicines.

## Is the service effective?

### Our findings

People told us staff were good at supporting them and knew what support they needed. One person said, "I do all my washing and ironing but they [staff] help me if I need it." People and relatives said how effective staff were in supporting them to develop their skills. One relative spoke about how much better their relative was doing.

Relatives and health care professionals were positive about the skills, experience and abilities of the staff who provided support. They said how staff had good knowledge of the people they supported and were keen to have people's wishes respected.

New staff were required to complete a structured induction programme, during which they received training relevant to their roles, and had their competencies observed and assessed in the work place. The registered manager said staff had an annual competency book for the key areas of their work to support them in maintaining and developing their skills.

Staff had continual professional development and were supported to attend any training that helped them in supporting people. For example, staff said they had received training focused on the issues relating to sexuality. One staff member said, "I found the session really interesting I have never previously been offered such a course it was helpful." All staff spoke of how the registered manager always encouraged them to develop their knowledge and skills in supporting people. All staff completed the Care Certificate self-assessment tool to highlight any areas where they required more training. One staff member said, "We get very good training."

There were regular team meetings for staff. The registered manager said they were held to enable the staff team to highlight areas where more support was needed and to encourage ideas on how the service could improve. Staff members confirmed they had opportunities to discuss any issues and said that the registered manager was always available for advice or support. One staff member said, "It's a good time to raise issues and they are dealt with. You need challenges to better yourself." All staff said they worked as a team and felt supported in their role by the registered manager and their co-workers. Staff confirmed they received regular supervision and an annual appraisal of their work.

People told us staff always sought consent before supporting them. One person said, "I love it here the staff are helping me a lot. We talk together and then do things." A relative said how they felt people were given excellent support as they want to be supported.

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 that 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. At the time of our inspection we found that the provider was working within the principles of the MCA where necessary and appropriate to the needs of the people they supported. Staff had received

training about the MCA and were clear about gaining people's consent before offering support.

People confirmed they were encouraged and supported to make choices in all areas of their lives. One person said how staff prompted them to do their washing and their bedroom and how they had managed to keep it much better recently. A staff member said, "We always work with people to help increase their independence and ability to make choices. For example if someone's room needed cleaning we would suggest they cleaned but let them see the tasks that needed doing."

People said they managed their own health appointments but staff would help remind them or attend with them if needed. One person said, "Staff help me to remember when I need to make an appointment but I usually go on my own." Staff and relatives were confident that people's healthcare needs were being met and people were able to make choices.

People and staff spoke about trying to eat healthy balanced meals. People told us they prepared their meals with support from staff. They said staff were good at helping them and also supported them with shopping. One person proudly showed us the lunch they had prepared for themselves.

## Is the service caring?

### Our findings

Everyone we spoke with was positive about the registered manager and staff. One person said, "The staff are wonderful, the best – all of the staff are the best!"

Relatives had positive comments to share about the staff team and how they related to their family members and to them. One relative said, "They genuinely try to engage with [relative] and with the family." A comment received from other professionals stated, "The service is committed to providing a high standard of care and each member of staff is knowledgeable about services users and dedicated to their care and support."

Staff showed they had good relationships with people, speaking about them warmly showing that they held them in high regard. They also demonstrated knowledge of people as individuals and knew what their personal likes and dislikes were. Staff showed respect for people by addressing them using their chosen name. We observed staff relate to people in a kind, caring way which promoted their self-esteem and encouraged their independence. For example, we overheard staff discussing with a person the plans for the rest of the day. Staff gave the person time to answer and to decide what they wanted to do encouraging them in a supportive way.

People received support from a staff team that clearly understood their individual needs. People's care records were detailed and provided clear information about people's needs and choices in all areas of life and how they wished to be supported. We found that people who received support, and where appropriate family members, had been fully involved in the planning, reviews and delivery of the care and support provided.

People were also supported by their key worker to discuss anything the person wanted to talk about. One person said, "I like to talk to my keyworker, they really help me and they are fun."

Staff understood what privacy and dignity meant in relation to supporting people. People and staff were respectful to each other and people's privacy and dignity were respected and promoted. The registered manager was a dignity champion and had set up an annual audit for all staff and people who used the service.

Confidentiality was well maintained by staff and information held about people's health, support needs and medical histories were held securely. Peoples consent was always obtained before information was shared.

## Is the service responsive?

### Our findings

People said they were fully involved in creating their plan of care and support with the staff team and reviewing them regularly to reflect any changes in their circumstances or in their goals. One person said, "I talk with my keyworker." Relatives spoke of immediate and good support and support which had really helped to build people's confidence and abilities. The feedback from professionals was positive. One comment received stated, 'They offer an excellent person centred service'.

Care plans gave a clear picture of how people wanted to be supported, identified any health, communication or behaviour needs and guidance about how to support people in a person centred way, based on their preferences and individual health and social care needs. The plans gave people's preferred social activities as well as their goals and ambitions. For example, people expressed what was important to them in different areas of their lives. One entry was 'to visit friends and family and staff would support by knowing the necessary bus routes. Another example was going to work and the staff supported by reminding the person to go to bed earlier the night before.

Care plans were regularly reviewed to ensure staff supported people in the way they wished. Relatives said their relative was happy for them to be involved in reviews. There were also close working relationships with other professionals to make sure people's physical and mental health needs were met.

People were supported to develop their skills and independence. People, and also relatives, shared the goals set and how much they had achieved. We saw examples of where people were learning to cook. People had individual goals set to help them achieve their targets. For example, one person said they got confused with money especially coins and staff supported them in helping them to learn to add up change. Another person found it hard to get used to change in any routine so they agreed the staff would give lots of notice of any changes and would help them through anything new.

People said staff listened to them and there were regular tenants meetings where they could talk about things they wished to do as well as any issues to do with the house. These meetings were documented and anything raised was followed up. At the last meeting there were discussions about managing fridges as someone took the wrong food at times. Staff had agreed to buy combination locks for people and people agreed it was the best way to resolve the issue.

People were encouraged and supported to be involved in planning their own activities, trips and holidays during key worker sessions and at tenant meetings. For example, people decided to go to a theme park, to continue going to the cinema and swimming. One person's goal had been to go on a foreign holiday and this had been arranged.

People enjoyed being involved with activities in the community. Opportunities such as a range of vocational, educational and social opportunities were available. For example, some people were working in local charity shops and really enjoyed the work and were being given more responsibility as their confidence grew. A relative said they noted the change and were happily surprised when their relative mowed the lawn

and offered to do a number of jobs around the house. This showed that their independence and confidence had developed.

People were encouraged to raise any concerns, worries or problems they had with their key workers or during regular tenants meetings. People said they could tell any of the staff if they were worried or unhappy. One person said, "If I was worried I would speak to the staff or to the police." Another person said how staff supported them to make a complaint and how the registered manager came to speak to them directly, investigated the complaint and let them know the outcome. The person said, "We can speak to any of the staff they are good." Relatives said they were confident they would be contacted if there were any concerns and all said they felt they could approach the registered manager or any of the staff with a concern and it would be dealt with.

## Is the service well-led?

### Our findings

People who used the service, relatives, staff members and other professionals were positive about how it was led and managed. They were complimentary about the registered manager in particular who they described as being very well organised, approachable and supportive. One person told us, "[Registered manager] is the world's greatest manager – [person] really helps me." One of the relatives said, "The [registered] manager is brilliant you can discuss anything and the staff are a great team."

The service was well led and managed. We found that the registered manager led by example and demonstrated open visible leadership. One of the staff said, "They are a great manager I have seen a change among the people who live in the service how their characters are coming out more. They also are a great support to all the staff too." The registered manager was very clear about their vision for the service, how it operated and the levels of care and support provided.

There was a clear focus on the people who were supported which meant that choice, independence and respect were central to how the service operated and support was provided. These values were clearly understood and put into practice by staff in a way that promoted a positive and inclusive culture which benefited everybody at the home.

All staff said how they worked as a team and felt valued by the registered manager and their other colleagues. Staff were clear about their roles and the focus on people who they supported and enabled to be as independent as possible. One staff member said, "There is a lot of trust between the staff and the people we support we all appreciate and respect each other."

There were systems in place to assess the quality of the service they provided. These included audits of care plans, medication, health and safety audits. The registered manager had devised and used an overall monthly manager's quality assurance audit which included tenants feedback, health and safety, staffing cover, a sample of care records and records linked to the running of the service. When issues were found, there action plans in place to address them

The registered manager and staff created an open culture with a shared vision of care and support tailored to encouraging each person to develop their skills and work towards their goals. People were treated with respect and dignity and had relaxed and positive relationships with care staff.