

Raglin Care Limited

Abingdon

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

Abingdon is a residential care home providing personal and nursing care to seven people aged 18 and over at the time of the inspection. The service can support up to nine people. The care home accommodates people with a learning disability and /or autism.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

The service was a large home, bigger than most domestic style properties. It was registered for the support of up to nine people. Seven people were using the service. This is larger than current best practice guidance. However, the size of the service having a negative impact on people was mitigated by the building design fitting into the residential area and the other large domestic homes of a similar size. There were deliberately no identifying signs, intercom, cameras, industrial bins or anything else outside to indicate it was a care home. Staff were also discouraged from wearing anything that suggested they were care staff when coming and going with people.

People's experience of using this service and what we found

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The service applied the principles and values of Registering the Right Support and other best practice guidance. These ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence.

The outcomes for people using the service reflected the principles and values of Registering the Right Support by promoting choice and control, independence and inclusion. People's support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

We saw many examples where staff had supported people to become more independent, make choices and increase their physical and emotional wellbeing.

Abingdon is located in an area that enabled people using the service to participate in their own local community. People were active each day and enjoyed local community facilities. Social activities also took

place at home, with regular trips to local places of interest, restaurants and pubs.

The service was highly effective at promoting people's independence. This included personal care and daily activities such as laundry, cleaning their home, shopping, preparing meals and drinks.

Risks that people faced had been assessed and those identified were safely managed. Medicines were managed safely. Staff showed a good understanding of their roles and responsibilities of keeping people safe from harm. People were supported to access healthcare when needed.

People were encouraged and supported to eat and drink well. People were given a choice of suitable meals and snacks. Staff supported people to make meals of their choice throughout the week.

People received care from a consistent staff team, who had worked at the service for a number of years. Enough staff were employed each day to meet people's needs, keep them safe and give them the opportunity to take part in their chosen activity.

Staff received a range of training appropriate to their role and people's needs, and were supported by the registered manager and senior support workers through regular supervision.

Effective systems were in place to check the quality and safety of the service. The environment was clean and safe and in a good state of repair.

The leadership of the service promoted a positive culture that was person-centred and inclusive. The registered manager and the staff team showed a desire to improve on the service provided and in turn the quality of life experiences for the people at Abingdon.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection. The last rating for this service was Good (published 27 September 2017.)

Why we inspected

This was a planned inspection based on the previous rating.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information 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.

Abingdon

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

The inspection was carried out by an inspector.

Service and service type

Abingdon is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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. This was because it is a small service and we needed to be sure that the provider or registered manager would be available to support the inspection. The registered manager was not available during the inspection.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with one person who used the service about their experience of the care provided. We spoke with three members of staff including the area manager, service manager, and senior support worker. We observed staff interaction with people throughout the inspection.

We reviewed a range of records. This included two people's care records and multiple medication records. We looked at two staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service were reviewed.

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After the inspection

We spoke with a social care professional who had recently worked with the service and two relatives provided us with written feedback.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse; Assessing risk, safety monitoring and management

- Staff understood their safeguarding responsibilities.
- Individual risks to people had been assessed and provided detailed information in order for staff to keep people safe in the home and when out in the community. Staff knew people's identified risks well.
- A relative said, "On visits I witness all members of staff show appropriate care and consideration for [name] and other people's needs, safety and wellbeing."
- Risks to people were regularly reviewed and records updated to reflect any changes in identified risks.
- Personal Emergency Evacuation Plans (PEEPs) provided guidance for staff to safely evacuate people in an emergency.
- Regular safety checks were completed on the environment and equipment people used to ensure it remained safe.

Staffing and recruitment

- Staff continued to be recruited safely; new staff had been employed following appropriate checks.
- Many of the had worked at the home for some years which allowed for consistency in the support provided to the people in the home.
- There were enough staff working each day to support people within the home and when out in the community safely.

Using medicines safely

- Medicines was managed safely by appropriately trained staff.
- Medication was administered in conjunction with guidance and instructions; medication administration records (MARs) were appropriately completed by both staff and the person. Protocols for administering 'when required' medication were place.
- The registered manager completed monthly audits of medicines to ensure policies and procedures were followed and any errors or concerns were identified.

Preventing and controlling infection

- Arrangements were in place for making sure that premises were kept clean and hygienic so that people were protected from infections.
- All areas of the home were clean and well-maintained.

Learning lessons when things go wrong

- A record of any accidents and incidents that occurred was kept.
- Incidents were reviewed regularly with the staff team to identify any patterns or trends, so that changes or improvements could be made or introduced to people's support.

Is the service effective?

Our findings

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

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant 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 service applied the principles of Registering the Right Support and other best practice guidance. They ensured that people who used the service live as full a life as possible and achieved the best possible outcomes that included control, choice and independence.
- Support plans identified goals and people's wishes and were reviewed regularly to further develop people's independence.
- Assessments of people's care and support needs were completed in good detail and provided guidance for staff to support people based on their needs and choices and the values underpinning Registering the Right Support.
- Staff knew people very well and how to best meet their needs.

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

- People were supported to access healthcare.
- People were supported to maintain good oral healthcare. Some people managed the cleaning of their teeth without staff support; others needed prompting.
- A relative said, "[Name] is looked after well particularly safety wise, I am always informed of any issues. Their health and wellbeing are well looked after."

Staff support: induction, training, skills and experience

- Training was provided for staff throughout their employment to maintain skills and knowledge. Staff received training for a specific health issue to be able to support a person.
- Staff received regular supervision and appraisal to support their developmental needs.
- Staff were seen to be competent, knowledgeable and skilled in their role and supported people effectively.

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

- People were supported and encouraged to maintain a healthy balanced diet and were provided with regular food and prompted have drinks.
- People were fully involved in the choosing of their meals each day. Some people were supported by staff to make meals and snacks.

Staff working with other agencies to provide consistent, effective, timely care

- Staff at Abingdon worked closely with health and social care professionals to deliver appropriate care and support in line with best practice.

- People's health and wellbeing were monitored and appropriate referrals made to professionals when required.
- A healthcare professional said "Staff go above and beyond to support people. They worked so well with [name] new placement, and with the staff, to help them settle in. They still visit them."

Adapting service, design, decoration to meet people's needs

- The home was maintained to a good standard. A programme of redecoration was underway.
- Bedrooms were furnished and decorated to suit people's individual tastes.
- The service had a large garden which people enjoyed.

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 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.

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.

In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- Managers had a clear understanding of the MCA and knew what actions to take to ensure that people's rights were upheld under the Act.
- Mental capacity assessments had been completed to identify if a person had capacity to make a specific decision.
- Applications for DoLS authorisations had been made when needed.

Is the service caring?

Our findings

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

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People received good care and support from staff who clearly knew them well.
- People were supported to maintain relationships with their partners, friends and family members.
- A healthcare professional described staff as, "Very caring, brilliant and excellent."

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

- People and their families were involved in the planning of and decisions over care.
- People had opportunities to share their views about the care provided, make changes and plan for new experiences.

Respecting and promoting people's privacy, dignity and independence

- The service was effective at promoting people's independence. This included personal care and daily activities such as laundry, cleaning their home, shopping, preparing snacks and drinks.
- A relative said, "We applaud the achievements of the Abingdon team in respect of [name] independence and are most reassured by, and grateful for, the kind of care and the quality of life that they are experiencing there."
- People had a choice where to spend their time. The lounges and dining areas were available to enjoy music, television, drawing and painting.
- People's confidential records were stored securely.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People received care that was person centred and based on their individual needs.
- Care records were detailed and contained all relevant and current information regarding people's needs. Records were reviewed in a timely manner when people's needs changed so that staff had access to the most up-to-date information.
- Staff knew people's likes, dislikes and preferences and used this knowledge to care and support people in the way they wanted, such as, how they preferred to spend their time.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The service met the communication needs of people with a disability or sensory loss in line with the Accessible Information Standards.
- People's communication needs were recorded in their care records.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were supported to access a range of activities in the community on a regular basis, which included their particular interests and hobbies. The home had two vehicles they used.
- Activities were planned around people's needs and preferences. These included, pub lunches, shopping, swimming, a local disco, visits to local places of interest, and regular visits to friends, their partner and family members.
- Staff arranged celebrations both in the home and in the garden. Celebrations for Valentine's day, St Patrick's day, Christmas as well as people putting on entertainment shows for friends and family.
- People were supported to fundraise for national charities' events, such as Red Nose day and Macmillan Coffee mornings.

Improving care quality in response to complaints or concerns

- The registered provider had a complaints policy and procedure which was made available to people. However, no complaints had been made since our June 2019.
- A relative told us, "The times I have raised issues the queries have been listened to and appropriate actions taken. When I visit, contact via phone or email there is always someone available to listen to any

issues that arise."

- Numerous compliments had been received from visitors, professionals and relatives.

End of life care and support

- At the time of inspection nobody using the service was receiving 'end of life care'.
- Some people's wishes regarding the end of their life had been recorded. Records showed the subject had been raised with families, but they did not wish to address the matter at that time.

Is the service well-led?

Our findings

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

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The service promoted a person-centred approach and good outcomes for the people who lived at the service.
- There was good team work within the service with managers and support staff all working to develop and achieve good outcomes for people living at Abingdon.
- Staff told us they enjoyed their roles and felt valued and supported. One staff member said, "It is a really good company to work for."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- Managers and the provider understood their responsibility to inform people when care fell short or did not meet expected standards.
- Risks to people's health, safety and wellbeing was effectively managed.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Managers were clear about their responsibilities for reporting to the CQC and the regulatory requirements. Risks were clearly identified and escalated where necessary.
- A range of audits and checks were undertaken by the registered manager and provider. These were effective in maintaining safety and continuously developing and improving the service.
- People's personal information was stored securely and treated in line with data protection laws.
- Ratings from our last inspection were displayed in the service and on the website, in line with legal obligations.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The service was open and inclusive and fully considered people's equality needs. People were encouraged to be part of the community and access community services.
- People, family members and others were provided with opportunities to provide feedback about the service through surveys, review meetings and regular discussions with managers and senior staff.

Continuous learning and improving care

- The registered manager and provider were committed to continuous improvements.

Working in partnership with others

- The service worked with the local authority and commissioners to ensure people were suitably assessed before being offered a place at the service.