

Living Ambitions Limited

Living Ambitions Limited - 63a Victoria Avenue

Inspection report

63a Victoria Avenue
Wallington
Surrey
SM6 7JP

Tel: 02086694559
Website: www.careuk.com

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Ratings

Overall rating for this service

Good ●

Is the service effective?

Requires Improvement ●

Summary of findings

Overall summary

The last Care Quality Commission (CQC) inspection of this service was carried out on 19 November 2015 when we found the provider was not meeting all the regulations we looked at. Specifically, the provider had failed to ensure staff who worked at the home always received the support, supervision and appraisals that were necessary for them to carry out their role and responsibilities.

After the home's last comprehensive inspection, the provider wrote to us to say what they would do to meet their legal requirements in relation to the breach described above. We undertook an unannounced focused inspection on 8 June 2016 to check the provider had followed their action plan and now met legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Living Ambitions Limited - 63a Victoria Avenue' on our website at www.cqc.org.uk.

Living Ambitions Limited - 63a Victoria Avenue is a residential care home that provides accommodation, personal care and support for up to seven people. The service specialises in supporting adults living with a learning disability and complex health and physical needs. There were seven people living at the home when we inspected.

At the time of our inspection, the service's registered manager had gone on an extended leave of absence for the next 12 months. In the interim the service's acting manager will apply to become the registered manager for the service. 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.

During our focused inspection, we found that the provider had followed their action plan. We saw legal requirements had been met because the provider ensured staff received the support and supervision that was necessary for them to carry out their role and responsibilities. This meant the needs of the people living at the home were being met by appropriately supported staff.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

We found that appropriate action had been taken by the provider to improve the service's effectiveness.

The provider ensured staff who worked at the service received appropriate support and supervision that enabled them to effectively carry out the duties they were employed to perform. The provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require a longer term track record of consistent good practice in relation to the support staff received.

We will review our rating for effective at the service's next comprehensive inspection.

Requires Improvement



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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 unannounced focused inspection was undertaken by one inspector on 8 June 2016. The inspection was carried out to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection in November 2015 had been made. We inspected the service against one of the five questions we ask about services: Is the service effective?

Prior to our inspection we reviewed the information we held about the service. This included the improvement plan the provider sent us which set out the action they would take to meet legal requirements.

During our inspection we spoke with one person who lived at the home, the area manager, the acting manager and five care workers. We reviewed four staff files, the minutes of staff meetings and other records relating to the management of the service.

Is the service effective?

Our findings

At our last comprehensive inspection of this service in November 2015, we found the provider was in breach of a regulation. Specifically, the provider had failed to ensure staff who worked at the home always received the support, supervision and appraisals that was necessary for them to carry out their role and responsibilities. This meant people using the service might be at risk of not having their needs fully met by appropriately supported staff.

At this focused inspection we found the provider had taken steps to follow their improvement plan. We found the provider now ensured staff regularly attended individual supervision meetings with their line manager and group team meetings with their fellow co-workers.

Staff received appropriate support and supervision from their line managers. The provider's supervision policy stated staff should receive regular supervision at least four times a year, which was to include an annual appraisal of each member of staffs' overall work performance. Records we looked at indicated all 16 members of the permanent staff team, which included the acting manager, had attended at least one and in some instances two individual supervision meetings with a member of the senior management team in the past six months. This was confirmed by discussions we had with the management team and other staff we spoke with. We saw a copy of the new supervision record the acting manager had recently introduced to help staff prepare and consider points they might like to discuss at their supervision meetings. It was also evident from other records we reviewed and comments received from managers that staff regularly attended monthly group meetings with their fellow co-workers.

Staff told us through these meetings they had ample opportunities to discuss their learning and development needs or any issues or concerns they might have. Staff also told us they received all the support they needed from the services management team. One member of staff said, "The area manager is really easy to talk too and so easy to get hold of because she's always working at Victoria Avenue... just like today", while another member of staff commented, "I think the managers are all very approachable here. You can speak plainly to any of them and they will always listen to what you have to say."

We discussed staff appraisals with the area manager and acting manager. They told us each member of staff's overall work performance would be appraised by the end of 2016 in line with the provider's staff appraisal policy. Progress made by the provider to achieve this aim will be assessed at the service's next inspection.