

Aspris Children's Services Limited

New House Farm

Inspection report

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance the Care Quality Commission (CQC) follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

About the service

New House Farm provides personal care and accommodation for up to 7 young people with a learning disability and/or autism. In one large, adapted property. All bedrooms are ensuite. There are a variety of communal areas inside the home and large secure gardens. At the time of our inspection there were 7 young people living in the home.

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

Right Support

People were supported to have meaningful lives because staff ensured they had access to a broad range of experiences and activities both within the home and in the community. People's abilities and talents were encouraged by staff who were committed to understanding how best to promote independence.

Right Care

People were supported by talented and caring staff who promoted their dignity and respect. Care records reflected detailed understanding of the person, based on observations and learning how to optimise their communication.

Staff understood how to protect people from the risk of avoidable harm and abuse. This included analysing any occasions when a young person had needed to be restrained to keep themselves safe. This helped avoid reoccurrence.

Right Culture

High-quality person centred care records helped ensure people's needs and preferences were fully considered and met. Staff were creative and imaginative in their work. The registered manager and management team had clear standards which were understood by staff. Staff felt valued and respected. Staff felt able to share their views and participate in the development of the service.

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.

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 8 January 2018).

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

Why we inspected

This inspection was prompted by a review of the information we held about this service. As a result, we undertook a focused inspection to review the key questions of Safe and Well-led only.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained good based on the findings of this inspection.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for New House Farm on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 well-led?

Good ●

The service was Well-Led

Details are in our Well-Led findings below

New House Farm

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 Health and Social Care Act 2008.

Inspection Team

The inspection was carried out by 1 inspector.

Service and service type

New House Farm is a 'care home' without nursing. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with CQC to manage the service. 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.

At the time of our inspection there was a registered manager in post.

Notice of inspection

The inspection was unannounced on both days.

What we did before the inspection

We used information the provider sent us in the Provider Information Return. This is information we ask 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. We looked at information we held about the service including incidents the provider must notify us about, such as allegations of abuse. We used this

information to help plan our inspection.

During the inspection

We spoke with 2 people who lived in the service and the relatives of 4 young people. We received feedback from 12 staff who completed questionnaires. We spoke with the registered manager, assistant manager, 4 support staff and the housekeeper. We reviewed the care records of 4 young people. We reviewed recruitment records for 2 staff and maintenance and health and safety records.

Is the service safe?

Our findings

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

At our last inspection we rated this key question good. At this inspection the rating 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

- People were kept safe from the risk of abuse and avoidable harm because the provider's safeguarding and risk management policies and procedures were understood and followed by management and staff.
- Risk management plans were detailed in care records and had been reviewed and updated in response to changes in people's needs.
- Relatives told us they felt confident their relations were safe living in the home. Comments included "I feel confident [name] is safe because there are safety measures in place." And "I feel [name] is safe because they are settled and happy and the staff understand their needs."
- The environment was safe because regular checks and maintenance had been completed. This included, fire safety equipment, fire doors and electrical appliance testing.

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

- The service was working within the principles of the MCA and, if needed, appropriate legal authorisations and applications were in place to deprive a person of their liberty.

Staffing and recruitment

- People were supported by suitable staff because the provider's robust recruitment policies had been followed by managers. Recruitment records included all necessary documentation and pre employment checks which helped ensure staff were suitable to work with people.
- Staffing levels were calculated based on people's needs. Staffing had been maintained as far as possible. The provider employed bank staff to cover any gaps.
- People were supported by trained staff who had enough knowledge about their needs and preferences.

Using medicines safely

- People received their medicines as prescribed because staff had received training in the safe management of medicines. We found medicine records did not always provide the details related to time sensitive

medicines but were assured these had been given correctly because of what staff told us.

- People received any medicines needed 'when required' properly, because there was clear guidance for staff to follow about when to give these medicines and the correct dose.

- Medicines had been stored, administered and recorded in line with the providers' current guidance.

However, we found there was some over stocking of medicines. This was addressed during the inspection.

Preventing and controlling infection

- The home was cleaned and maintained to a high standard. Communal areas were spacious and homely.

- The provider ensured staff followed the most up to date guidance in relation to infection prevention and control.

Visiting

The provider's visiting policy reflected current guidance. Relatives told us they were able to visit at any time and would drop in unannounced without difficulty.

Learning lessons when things go wrong

- The providers' policies for recording and analysing incidents helped protect people from the risk of reoccurrence.

- Staff felt they were given the opportunity to learn lessons when things went wrong.

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 our last inspection this key question was rated good. At this inspection this 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

- People received high-quality person-centred care because staff were committed to the values and aims of the provider. The registered manager ensured staff understood what was expected of them and supported staff to achieve the standards.
- Relatives praised the quality of care provided. Comments included "I can't speak highly enough about New House Farm." And "I think [staff] are fantastic. It feels like a home and it is calm."
- Staff told us "I enjoy my role. The environment is amazing and works so well for the young people who live here." And "The best thing is working with the young people, it's a lovely home with a great team and flexible management."

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

- The registered manager was clear with staff about the quality of care expected from them.
- Staff understood the expected standards to achieve high-quality care. Comments included "Managers set very high standards and expect them to be met." And "Managers are very clear and we have weekly team meetings and supervisions."
- The registered manager followed the provider's audit and governance procedures which helped maintain care quality.

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

- The registered manager understood their obligations in relation to the duty of candour. Notifiable incidents had been reported to the appropriate authorities, including CQC and the Local Authority.
- Most relatives we spoke with said they were kept informed of incidents and events in their relations lives. Comments included "They are always open with me and don't try to hide anything." And "I get a phone call every night, they keep us well informed." One relative felt they did not always find out about things until later.

Continuous learning and improving care; Working in partnership with others

- Care records included clear examples of the different agencies working in partnership with the registered manager and staff team.
- One relative praised the creative approach of the registered manager and staff in learning how to adapt to

their relation to improve their care.