

Manchester City Council

Hall Lane Resource Centre (Respite Care, Short Breaks Service)

Inspection report

157-159 Hall Lane
Baguley
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26 January 2024

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Ratings

Overall rating for this service

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Hall Lane Resource Centre (Respite Care, Short Breaks Service) is a care home without nursing for up to 10 people. The service provides support to people living with learning disabilities or autistic spectrum disorder, people living with a physical disability or sensory impairment, younger and older adults and people living with dementia. At the time of our inspection there were 5 people using the service.

The service was larger than most domestic style properties. This is larger than current best practice guidance. The service was located within premises which included a day centre and other of the providers social care organisations. Hall Lane Resource Centre (Respite and Short Breaks) had its own entrance and only authorised people could access the service.

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

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 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

This was a targeted inspection to check if the provider had met the requirements of the warning notice we previously served.

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.

Right Support: Staff were provided with training and competency checks to ensure they were trained to support each person who used the service. Agency workers received an induction and were introduced to people before they supported them.

Right Care: Care records contained sufficient information to support people. Care records were reviewed to ensure they reflected the persons current needs. Audits of care records captured where improvements should be made.

Right Culture: The management team had improved governance processes and areas for improvements were highlighted and action taken as part of ongoing monitoring. The registered manager was supported by the nominated individual, the operations manager, and coordinators.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 20 September 2022). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulation 17.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hall Lane Resource Centre (Respite Care, Shorts Breaks Service) 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 well-led?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Hall Lane Resource Centre (Respite Care, Short Breaks Service)

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection team consisted of 1 inspector.

Service and service type

Hall Lane Resource Centre (Respite Care, Short Breaks Services) is a 'care home'. 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. Hall Lane Resource Centre (Respite Care, Short Breaks Services) is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

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

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because the service is small, and we wanted to be sure the registered manager was available to speak with us.

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 and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager, the operations manager, and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We were introduced to the coordinators and 2 staff members. We also observed 2 people currently in receipt of respite and short breaks.

We reviewed staff training and competency records and agency staff records and inductions. We checked 3 care records and audits to ensure they reflected people's current needs. We reviewed the previous 6 months of governance audits for the internal and external property, accidents and incidents and medicines management.

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 requires improvement. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

Continuous learning and improving care

At our last inspection, we found the provider was not operating effective systems to assess, monitor and improve the quality and safety of the service. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- Improvements had been made to the quality assurance arrangements across the service. The provider had taken the time to understand the challenges and taken action to address the concerns we found at the last inspection in relation to governance and oversight.
- Governance audits were reflective of current activity at the service. Care records were reviewed before a person received care and support and actions were taken to ensure care records were reflective of the person's current needs.
- Environmental audits captured where improvements were needed to be made within the property. There had been several improvements to the internal and external parts of the property since the last inspection.
- Staff training records were accurately maintained. Staff had received training to enable them to support people using the service.
- Accidents and incidents were recorded and reviewed to reduce further occurrences.
- Agency workers received an induction when they commenced working at the service. The provider had access to a portal which confirmed the training and experience each agency worker held.
- The registered manager was being supported by two coordinators who were ensuring the changes within the service were being consistently embedded.