

Dimensions (UK) Limited

# Dimensions 1-2 Westbury Way

## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 17 and 22 December 2015. We found people's records were not fully completed to ensure they reflected people's care or decision-making. Documents held did not always demonstrate the most current servicing records. This had been a breach of Regulation 17 (good governance) of the Health and Social Care Act 2008 (Regulated Activities) 2014.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on the 8 June 2017 to check that they had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to this legal requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Dimensions 1-2 Westbury Way' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Dimensions 1-2 Westbury Way is registered to provide accommodation and support for up to six people with learning and physical disabilities. At the time of our inspection six people were living at the service.

The service had a registered manager; they were away at the time of the inspection. We were supported during the inspection by the head support worker. 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.

At our focused inspection on the 8 June 2017, we found that the provider had followed their action plan which they had told us would be completed by the 31 March 2016 and legal requirements had been met. We will review our rating for well-led at the next comprehensive inspection.

Records demonstrated that risks to people had been identified, documented and addressed for their safety. Records showed that an activity which provided one person with pleasure, but was a known risk to their health, had been assessed and written measures were in place to safely manage the associated risks. Where people lacked the capacity to make a specific decision about their lives legal requirements had been met. All of the documents to demonstrate safety checks had been carried out as required in relation to utilities and equipment safety were readily available.

## 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?

We found that action had been taken to ensure clear and accurate records were maintained at the service.

People's records were fully completed to ensure they reflected people's care or decision-making. Documents held demonstrated the most current servicing records for utilities and equipment.

This meant that the provider was now meeting legal requirements.

We will review our rating for well-led at the next comprehensive inspection.

**Requires Improvement** ●

# Dimensions 1-2 Westbury Way

## **Detailed findings**

### Background to this inspection

We undertook a focused inspection of Dimensions 1-2 Westbury Way on 7 June 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection of 17 and 22 December 2015 had been made.

The inspection was undertaken by one inspector. Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

People living at Dimensions 1-2 Westbury Way were unable to speak with us. We spoke with one care staff and the head support worker. We spoke by telephone with both the operations manager for the service and the former registered manager of the service who now managed another of the provider's services.

We reviewed records which included three people's care plans and records relating to the servicing and maintenance of equipment and utilities checks for the service.

# Is the service well-led?

## Our findings

At our comprehensive inspection of Dimensions 1-2 Westbury Way on 17 and 22 December 2015 we found that people's records were not fully completed to ensure they reflected people's care or decision-making. Documents held did not always demonstrate the most current servicing records. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection of 8 June 2017 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 17 described above.

Records demonstrated that risks to people had been identified, documented and addressed for their safety. People had a risk analysis in place which identified the risks to them as an individual. These risks were then managed through written risk assessments which identified: the hazard, who might be harmed and the control measures in place. Records demonstrated that an activity that provided one person with pleasure, but was a known risk to their health, had been assessed and measures were in place to safely manage the associated risks to them.

Staff told us the registered manager reviewed peoples' care records to ensure they were up to date and contained the required information. They told us staff were informed of any issues that needed to be addressed through the service communications book and during supervision, which records confirmed. Processes were in place to ensure people's records were fully completed.

Documentary evidence showed that people had been checked upon at night and their safety monitored in accordance with their care needs and support plans to ensure their safety.

Where people lacked the capacity to make specific decisions about their care their records contained documented Mental Capacity Act 2005 assessments and best interest decisions. These ensured people's wishes about their care and support were acknowledged and lawfully supported.

The provider had checked and recorded the legal authority that people's relatives held to make decisions on the person's behalf. People's human rights were protected as the provider had made the relevant checks and sought to obtain written evidence of these checks.

Records demonstrated that safety checks in relation to the provision of utilities and equipment had been conducted. All of the documents to demonstrate these safety checks had been carried out as required were readily available for review.