

Avocet Trust

35 Priory Grove

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

35 Priory Grove is a small residential care home providing personal care to a maximum of four people with a physical or learning disability and who may be living with dementia. The home is a purpose-built bungalow with four bedrooms, bathroom facilities, communal areas and enclosed garden. At the time of our inspection, four people were using the service.

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.

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

People were protected from avoidable harm and abuse by trained, knowledgeable staff. People were supported by a small group of staff who had a positive approach to risk management and helped people to safely make the most of opportunities and activities.

Recruitment, induction and ongoing processes helped ensure only suitable staff were employed and that they had the required skills and knowledge. Staff were supported by the registered manager through supervision and team meetings.

Staff closely monitored people's health and supported them to access appropriate healthcare services. Staff followed professional advice and helped people to improve their health and wellbeing. People's dietary needs were catered for and people received their medicines as prescribed.

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.

People accessed a wide variety of activities which were tailored to their interests. People were supported to follow their own routines and staff provided person-centred care that met people's needs.

The registered manager had promoted a positive and supportive culture which supported people to achieve good outcomes. People, relatives and professionals were included in the development of the service. Quality assurance systems had maintained the quality and safety of the service.

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

Rating at last inspection

The last rating for this service was good (published 1 March 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.

35 Priory Grove

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 completed by one inspector.

Service and service type

35 Priory Grove is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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

This inspection was unannounced.

What we did before the inspection

We looked at information sent to us since the last inspection such as notifications about accidents and safeguarding alerts. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We contacted the local authority and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all this information to plan our inspection.

During the inspection

We spoke with two care staff and the registered manager. We looked at the cleanliness of the service and the facilities available for people. We observed how staff interacted with people and looked at a range of documentation including one person's care file and medication records. We looked at a selection of documentation for the management and running of the service and three staff files.

After the inspection

The registered manager sent further information regarding end of life care, maintenance certificates, care file audits and controlled medication records. We received feedback from two healthcare professionals who regularly visit the service.

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; Learning lessons when things go wrong

- Staff continued to keep people safe from harm and abuse. They were trained in safeguarding and had the skills and knowledge to raise concerns.
- Safeguarding referrals were appropriately made and reviewed with accidents and incidents to aid learning in the service.

Assessing risk, safety monitoring and management

- Risks to people's safety and wellbeing were appropriately managed.
- People were encouraged to take positive risks to help them lead full and active life. This included using swings, trampolines and swimming and people's safety was maintained during these activities.
- Positive behaviour support plans guided staff to reduce people's distress or anxiety. Pro-active strategies were tailored to each person's needs and effectively used by staff with positive outcomes for people.
- The provider maintained the safety of the building and equipment through regular checks, servicing and maintenance.

Staffing and recruitment

- People were supported by a small staff team who knew them well.
- The registered manager monitored staffing levels to ensure they were appropriate to meet people's needs. A professional said, "I believe the service is safe. I work closely with the home to ensure that staffing levels are correct to be able to support people's needs and maintain a safe environment."
- The provider's recruitment processes helped ensure only suitable staff were employed. Staff were only allowed to work with people, once all relevant checks were completed.

Using medicines safely

- People's medicines were administered safely. Medicines were stored appropriately, and systems were in place to ensure sufficient stock levels.
- Staff were knowledgeable about how people liked to take their medicines and when they needed them. Appropriate guidance was in place to guide staff when to administer 'as and when required' medicines.

Preventing and controlling infection

- Staff were trained in infection prevention control and used disposable gloves appropriately to help prevent the spread of infections.
- The home was clean and tidy. Rotas confirmed the home was cleaned regularly.

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.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- People achieved positive outcomes as their healthcare needs were met through appropriate support. One person's mobility had improved, and they were more independent through staff working closely with relevant healthcare professionals.
- Staff were knowledgeable about people's needs. Care plans were up to date, detailed and contained important information, which supported staff to provide effective care.
- Staff supported people to access healthcare services and followed professional advice. A professional said, "Staff are skilled in recognising these changes [to people's health] and adept at summoning help from the appropriate professionals."
- Staff were kept informed of any changes to people's health and wellbeing through handover meetings and communication diaries.

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

- People's dietary needs were met. Staff were knowledgeable about people's specific diets and personal preferences, and ensured suitable options were always available for people.
- People had healthy, balanced diets which helped improve their health. A professional told us a person's health had improved as "[staff] have worked tirelessly to encourage [Person's name] to accept a healthy diet."
- Staff monitored people's weight and relevant healthcare professionals were involved when required. Care plans contained appropriate guidance for staff.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law; Adapting service, design, decoration to meet people's needs

- People's needs were assessed and reviewed, and their preferences were considered when arranging their care. Assessments were used to develop care plans which supported staff to provide care in line with people's needs and personal routines.
- People's rooms were personalised to their tastes. People were supported to decorate their rooms, put up pictures and items which showed their interests to help people feel at home.
- The environment had been adapted to promote the wellbeing of people. A sensory area had been made and people had access to well-equipped secure garden.
- Pictorial signage was used to help people find their bedrooms, bathrooms and communal areas.

Staff support: induction, training, skills and experience

- Staff had the skills and knowledge to support people safely. New staff completed an induction programme and all staff completed regular mandatory training to ensure they were able to meet people's needs.
- Staff worked with healthcare professionals to develop their knowledge of people's healthcare needs. A professional said, "I work closely with the home to educate [staff] in health needs and how to respond to any increasing health needs of individuals."
- Competency assessments of staff's skills and knowledge were completed, to ensure they had the skills and knowledge to meet people's needs.
- Staff received regular support and supervision which considered their development.

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.

- Staff sought people's consent and looked at their body language to determine if they consented to or refused support.
- Staff gave people choices and they were supported to make their own decisions where possible. Where people lacked capacity, decisions were made in their best interests with the support of family or advocates. A professional said, "Staff try to offer as much choice and independence to individuals as possible, but also understand the need to act in a person's best interest using the MCA as needed."
- Staff recognised restrictions on people's liberty and applications to deprive people of their liberty had been made. Systems were in place to monitor these once authorised.

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

- Staff were respectful and encouraging when speaking with people. Staff spoke with people about appropriate topics and monitored their body language and verbal responses to gauge their views. People smiled when interacting with staff and were relaxed.
- People led a full a life as possible. People went on holiday with appropriate staff support and accessed a wide range of community facilities and services.
- Staff respected people as individuals and were trained in equality and diversity. Staff were creative in trying to communicate with a person in their first language.

Respecting and promoting people's privacy, dignity and independence

- People's privacy and dignity was maintained. Staff were knowledgeable about how to do this and care plans supported this.
- Staff promoted people's independence through providing encouragement and appropriate support where it was needed. One person's mobility had improved and could now help with aspects of their personal care. A staff member said, "[Person's name] will lift themselves up when pulling up their trousers, they can sit up straight now and will put their arms in the sleeves."
- People's personal information was stored securely which helped to maintain their privacy.

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

- People were supported with their preferred routines. Staff offered people choices in a way they could understand.
- People were supported by their families or advocates with making decisions.

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

- Staff provided person-centred care which met people's needs. Staff were knowledgeable about people's personal routines and care plans contained detailed information about people's care needs, interests and personal histories.
- People had choice and control of their care. Staff ensured people were offered choices and they respected people's decisions. People spent their time where they wanted and doing activities that interested them.

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.

- Staff have worked with relevant professionals to aid people's communication. Interpreters and pictures have been used to help one person communicate.
- Staff provided information in a way people could understand. Care plans contained detailed information about people's communication needs and staff were knowledgeable about this.

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 take part in activities they enjoyed, which helped people to lead fulfilling lives. Activities were tailored to people's interests and included going shopping, swimming, ice skating and to the park. Staff ensured required equipment was taken and used to help people get the most out of these experiences.
- Activities helped develop people's skills. One person took part in 'messy play' to develop their co-ordination and provide sensory experiences which they enjoyed.

Improving care quality in response to complaints or concerns

- People had the right to complain and the provider had a policy and procedure in place to investigate complaints, though none had been received.

End of life care and support

- Staff were knowledgeable about how to support people to have a pain-free, dignified death. They liaised with relevant healthcare professionals to ensure appropriate care, medication and equipment was provided.

- Care plans considered people's preferences, spiritual information and how to keep people as comfortable as possible.

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

- People were empowered to have control of their lives through person-centred care. A professional said, "It is imperative for [people] to have control in their lives and I feel that the [staff] are always creating opportunities for this to happen."
- Staff felt supported and were positive about the registered manager. A staff member said, "[Registered manager's name] is the best manager I've worked with, they're very organised."
- The provider looked after and valued their staff. A staff member said, "[Avocet Trust] are great, they look after you, they care about you."

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

- Systems continued to be effectively operated and had maintained the quality and safety of the service. Audits identified issues and action was taken to address them.
- The registered manager understood the regulatory requirements and reported information appropriately. Processes were in place to respond appropriately if something goes wrong and meet their legal obligation to let people know.

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

- People, staff and professionals were included in the development of the service. Satisfaction surveys were completed, and action taken to address any issues.
- Meetings were held to ensure staff were kept informed about people's needs and included in any changes.

Continuous learning and improving care; Working in partnership with others

- Accidents and incidents were analysed within the service and across the provider's other services to look for patterns and trends to aid learning and help reduce the risk of them happening again. A professional said, "[The provider] were able to inform us of why the incident happened, in general terms what actions had been taken, and how they were working to prevent this occurring again."
- The registered manager and staff worked closely with relevant professionals to ensure people got the support they needed. A professional said, "I feel that the home is well-led and that staff have respect for the manager. I work closely with [Registered manager's name] and if I have any concerns that I need support

with, they will address these immediately."