

Blackpool Borough Council

Coopers@Ambleside

Inspection report

4 Ambleside Rd
Blackpool
FY4 4SG

Tel: 01253477995

Date of inspection visit:
08 August 2023

Date of publication:
31 August 2023

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

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.

About the service

Coopers @ Ambleside offer respite care for adults with a learning disability, with complex needs, challenging behavior and autism. The building is purpose built to support up to 6 people. At the time of the inspection 4 people were staying at the home.

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

Right Support:

The service supported people to have choices and promoted their independence. Staff had completed training to ensure they understood the meaning of the service they provide. A staff member said, "The training is really good and always supported by the management." People were supported to pursue their interests whilst staying at Coopers @ Ambleside. People were encouraged to have maximum choice and control of their lives and staff helped them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Peoples medication was managed by staff on an individual basis. Staff were trained to administer medication.

Right Care:

People received kind and compassionate care from staff at the home. A relative said, "Absolutely fantastic staff and management so caring and competent with people with complex needs." Staff and the management team protected and respected people's privacy and dignity. They spoke about people with respect and were knowledgeable about people staying at the home on respite care. Staff understood how to protect people from poor care and abuse. They had received training on how to recognise and report abuse. Training in this area was regularly updated. There were sufficient appropriately recruited and skilled staff to meet people's needs and encourage them to develop their life skills. Staff had good ways of communicating, using body language, sounds, and pictures so they could interact with people in a positive way. Staff, people supported, and their advocates cooperated to assess risks people might face. Where appropriate, staff encouraged and enabled people to take positive risks and live an independent life as possible whilst at Coopers @ Ambleside.

Right Culture:

The service promoted person-centred care involving people who used the service and their families. People led inclusive and empowered lives because of the ethos, values, attitudes and behaviours of the management team and staff. People and those important to them, including advocates, were involved in

planning their care before arriving at Coopers @ Ambleside and during their stay. Staff evaluated the quality of support provided to people, involving the person, their family and other professionals as appropriate. Staff ensured risks of a closed culture were minimised, so people received support based on transparency and respect. Relatives told us staff and the management team treated people and their families with respect. Relatives told us they felt comfortable to raise any issues and were confident they would be listened to and dealt with. The management team had a range of systems and processes to monitor the quality of the service and drive improvements.

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

Rating at last inspection

This service was registered with us on 12 April 2022 and this is the first inspection.

Why we inspected

We undertook this inspection to assess that the service is applying the principles of Right support right care right culture.

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?

The service was safe.

Details are in our safe findings below

Good ●

Is the service effective?

The service was effective

Details are in our effective findings below

Good ●

Is the service caring?

The service was caring

Details are in our caring findings below

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-Led findings below

Good ●

Coopers@Ambleside

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.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by 1 inspector.

Service and service type

Coopers @ Ambleside 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. Coopers @ Ambleside is a care home without nursing care. 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. The registered manager was not available during the inspection process.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because we needed to be sure that the provider or registered manager would be in the office to support the inspection. Inspection activity started on 08 August 2023 and ended on the 11 August 2023.

What we did before the inspection

We reviewed information we had received about the service since their registration. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 1 person staying at the home, 4 relatives, 2 deputy managers and the operation lead person. In addition we spoke with 4 staff support workers. We looked at a range of records. These included 2 people's care records, 2 staff recruitment files, training records, and audits of the service.

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- There were sufficient staff to support people and provide a high level of person centred care during their stay. Relatives told us they were happy with staffing levels. One relative said, "They do have plenty of staff to support [person] which is comforting to know."
- The service had employment checks in place to ensure suitable people had been employed to care for people who lived with learning difficulties. Staff told us the recruitment process was thorough and with a good induction programme when starting work at Coopers @ Ambleside.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and their human rights were respected and upheld.
- Safeguarding systems were in place and staff spoken with had a good understanding of what to do to ensure people were safe.
- Staff had received training about how to protect people from abuse. Staff demonstrated a good understanding of potential abuse and neglect and were confident to report any concerns they may witness. The management team were aware of local arrangements and their obligations to report concerns to the local authority safeguarding teams.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People had individual risk assessments in place which covered a variety of risks and care plans detailed how staff could reduce risk for people.
- Health and safety checks were regularly carried out on the building, environment and equipment. Emergency evacuation plans were in place which included the level of support each person needed in the event of fire.
- Accidents and incidents were recorded, analysed and managed. The management team had oversight of this, and shared their findings and lessons learned with staff.

Using medicines safely

- People received their medication on an individual basis, their medicines were kept in their own room in locked facilities.
- Staff had received medicines training and had their competencies assessed. Staff spoken with confirmed this. The management team checked medication administration was safe and acted on any discrepancies through their auditing systems they had in place.

Preventing and controlling infection

- We were assured that the provider had processes to admit people safely to the home.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the home.
- We were assured that the provider was responding effectively to risks and signs of infection.

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

This is the first inspection for this newly registered service. This key question has been rated good.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People received support from a consistent team of staff, who were aware of the needs of people staying at Coopers @ Ambleside. Comments from relatives confirmed they were involved in managing their care and had input to how that was delivered. One relative said, "Everytime we stay at Coopers they are so thorough and we are always consulted throughout [person] stay."
- Information gathered during the process helped to form a care plan. This helped staff to ensure efficient service was delivered.
- The management team continued referencing current legislation, standards and evidence based on guidance to achieve effective outcomes. This supported staff to ensure people received effective and appropriate care which met their needs.
- Peoples rights were protected. Policies and the initial care assessment supported the principles of equality and diversity.

Staff support: induction, training, skills and experience

- Staff were trained and skilled to provide care and support for people staying at Coopers @ Ambleside. A staff member said, "Any training we want to do is supported by the management team." Another said, "It is very comprehensive and accessible the training here."
- Staff told us they completed a range of mandatory training that supported them to effectively carry out their role with confidence. Regular supervision was carried out and staff confirmed this when we spoke with them. In addition yearly appraisals were in place to assess each staff member and their development.

Supporting people to eat and drink enough to maintain a balanced diet; Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- People were supported to have a healthy and nutritious diet and were fully involved in deciding menus around their individual preferences. Some people enjoyed cooking with the staff and prepare meals. One relative said, "I know when [person] stays they get involved in the cooking with staff, who are so good."
- Meals are prepared on an individual basis with choices and preferences for each person. Staff ensured people received wholesome food each day.
- People's diverse needs were detailed in their assessment and support plans and met in practice. This included support required in relation to their culture, religion, lifestyle choices and diet preferences.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making 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 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.

When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

- Staff spoken with had an understanding of the MCA. We were assured by their knowledge.

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.

This is the first inspection for this newly registered service. This key question has been rated good.

Ensuring people are well treated and supported; respecting equality and diversity. Respecting and promoting people's privacy, dignity and independence

- People were fully supported, and the staff and management team were committed to ensure people could follow and participate in what was important to them. For example, when staying at the home people attended local colleges as their programme stated. A relative said, "It is a great service and they support [relative] to their daily activity."
- Relatives told us they were treated with respect and kindness by caring and competent staff and comments confirmed this. We asked one person staying at the service if they enjoyed their stay and they responded positively.
- Staff had a good understanding of protecting and respecting people's human rights. They talked with us about the importance of supporting people's different and diverse needs.
- Staff explained how they always promoted people's independence and choice when providing care. For example, people helped in the kitchen and that enabled people to develop life skills if it was their choice. We observed people were spoken to in a dignified and respectful manner. Consent was always gained, choices and explanations always offered, and reassurances given at all times.

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

- Staff and the management team took time to understand people's individual communication styles and develop a relationship with them. In addition, a relative said, "[Person] is difficult to understand, however the staff are fantastic at learning how to communicate with people using different techniques."
- Where a person may struggle to express their views in words, staff had detailed understanding and know-how of the indicators that alerted them to signs of agitation and unhappiness or other emotions. A staff member said, "We have accessed training in communication needs such as 'makaton'."
- The management team ensured there were enough staff around to enable them to provide care and support in a timely and compassionate way. Staff told us they had time to sit and chat or play games with people.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated good.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences. 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 received personalised care, which met their current and changing requirements when staying at Coopers @ Ambleside. Each individual had a detailed person-centred care plan to guide staff on how to support them. Care records were individual and written in a positive way based on people's abilities and what support was required.
- Information about people's social hobbies and interests were written in care records to help staff to get to know the person.

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.

- Records had a communication needs assessment and detailed where people had communication needs and what staff should do to ensure the person understood them.
- Where applicable, the signs and behaviours people used to communicate their needs were written down. Staff told us training in communication skills was provided such as Makaton. Makaton is a language programme that uses symbols, signs and speech to enable people to communicate.

Improving care quality in response to complaints or concerns

- The service had a complaints policy and process. At the time of the inspection no complaints had been received.
- The management team assured us complaints were taken seriously in accordance with their policy.

End of life care and support

- No one staying at the service was receiving end of life care at the time of the inspection. Where appropriate end of life plans would be put in place and staff would have appropriate training if required.

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.

This is the first inspection for this newly registered service. This key question has been rated good.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- There was a positive culture throughout the service which focussed on providing people with high standards of support and care. A relative commented, "We have nothing but praise for the service they provide and the way [person] is treated when staying there. They are truly a god send for us and provide much needed respite."
- Staff told us they felt supported and valued by the management team. A staff member said, "We have a very good management structure that gives us fantastic support."
- The management team had the skills and knowledge to lead the service effectively.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; 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 management team had auditing systems to maintain ongoing oversight and continued development of the service.
- Regular checks were carried out by the management team at the service. which covered key aspects of what the service provided. The audit process identified issues and actions to be taken. The audits were checked by senior management to ensure actions had been completed.
- The management team understood their responsibilities to keep CQC informed of events which may affect people and the care delivery. They were open and honest about what achievements had been accomplished. In addition, what had not worked so well and where improvements might be needed.
- Duty of candour was understood, and it was clear in the way if any complaints were made, they would be listened to and concerns and worries would be investigated.

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

- Systems and processes were developed to ensure people and relatives were fully engaged. When staying at Coopers @ Ambleside. The service sought feedback from people and those important to them. The feedback supported the management team to make improvements where necessary so the service continued to improve and evolve.
- Staff told us they were well supported in their role and were happy and proud to work at Coopers @ Ambleside. One staff member said, "It is all about the people here on respite and what we can do to give them a good time and treat everyone with the respect people deserve." Staff said communication was good and they attended regular team meetings.

Working in partnership with others

- Records and discussion demonstrated the service worked in partnership with a variety of health and social care professionals to ensure people received the support they needed. These included social workers, GP's and community nurses.