

Inclusive Support Limited

The Ridings

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

The Ridings is a small scale care home located in a residential setting near community facilities. The service provides personal care and support for up to five young adults who have a learning disability and/or autistic spectrum disorder. At the time of this inspection there were four people who used the service.

At the last inspection, the service was rated Good.

At this inspection we found the service remained Good.

The Ridings met all relevant fundamental standards and consistently delivered a service that was safe and good. The providers primary aim at The Ridings was to provide a family home environment, support people to increase their independence, maximise their potential and promote inclusion. The service continued to provide good care and support to people which was continually reviewed to ensure the best possible outcomes. Relatives and professionals were extremely complimentary about the service and what it provided.

There was a proactive approach to respecting people's human rights and diversity and people were supported to have maximum choice and control of their lives. Staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.

Management and staff had a positive attitude towards managing risk and keeping people safe. Potential risks of harm to the individual or others in their daily lives were assessed and identified. Detailed management strategies provided guidance for staff on what actions to take to minimise the risk and provide appropriate and individualised support. When people behaved in a way that may challenge others, staff managed the situation in a positive way in accordance with personalised positive behaviour support plans which protected people's dignity and rights. They had a good understanding of how to protect people and were confident in the steps to take if they were concerned people were at risk of harm.

People received care and support from staff that had been carefully selected, supported and well trained. There were always enough competent staff on duty to ensure people were supported, able to participate in activities of their choice, access the community daily and respond to unforeseen events. Staff knew the people they cared for well and were kind, caring and compassionate in their approach.

Medicines were provided safely and when required. Staff carried out regular audits to ensure processes were reviewed and monitored for effectiveness.

The registered manager was very knowledgeable, inspired confidence in the staff team, and led by example. There were effective systems in place to monitor the safety and quality of the service and drive improvement.

Further information is in the detailed findings below

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 remains Good

Is the service effective?

Good ●

The service remains Good.

Is the service caring?

Good ●

The service remains Good.

Is the service responsive?

Good ●

The service remains Good.

Is the service well-led?

Good ●

The service remains Good.

The Ridings

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 14 June 2017 and was unannounced. It was a comprehensive inspection carried out by one inspector.

Before the inspection the provider completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We reviewed the information in the PIR along with information we held about the service. This included previous inspection reports, information received and statutory notifications. A notification is information about important events which the provider is required to send us by law.

During our inspection people carried on with their usual routines within the home and going out into the community. Due to their complex needs, we were unable to speak with any of the people using the service so we spent time observing the care and support they received. We looked at records in relation to two people's care. We spoke with the registered manager and two staff members. We also looked at records relating to the management of the service and two staff recruitment and training records.

After the inspection we spoke with two relatives and one healthcare professional.

Is the service safe?

Our findings

At this inspection we found people continued to receive a safe service. Management and staff demonstrated a good understanding of their responsibilities in relation to safeguarding vulnerable people and protecting them from harm. It was evident from interactions observed that people were confident in approaching and interacting with staff, and felt safe in their environment.

People were supported balancing safety from harm and freedom of choice. The staff team training included positive behaviour support. This training enabled them to recognise and understand people's change in behaviour and techniques they should use to develop a supportive environment to manage these behaviours. The registered manager described how they had taken the approach to give back control and some level of responsibility to one individual and their behaviours lessened and quality of life enhanced. The transition for young people to a new service is not easy, one relative told us that management and staff, "Handled it magnificently." Another relative told us, "It was a very difficult transition but they dealt with the issues and found alternative strategies that have worked, giving as much control as [name] could have."

Staff followed detailed risk assessments and associated management plans that guided them on the actions to take to minimise risk and provide appropriate and individualised support to people. They identified warning signs and triggers for varying behaviours with detailed steps for staff to take to ensure consistency and to lessen behaviours to occur. The plans detailed why the right support helped and promoted independence but at the same time reduced risk to safety and welfare. They became more detailed following each review identifying 'do's and don'ts' in managing behaviours and anxieties in varying situations and some included set phrases that have shown to work.

There were sufficient numbers of suitable staff to keep people safe and meet their needs. Staffing levels fluctuated and were based on people's needs and the type and level of support each person required throughout the day in relation to going out and planned activities. Staff were deployed in a way that was consistent with personalised care.

There were robust systems in place to ensure medicines were managed safely and people received their medicines as prescribed.

Is the service effective?

Our findings

At this inspection we found people continued to receive an effective service. Relatives and professionals feedback about the effectiveness of the service described it as consistently good.

The needs of people were met by an effective staff team that had the right competencies, knowledge, skills and attitude they needed to carry out their role and responsibilities. The registered manager kept up to date with new guidance and developments and had links with organisations that promote and guide best practice. They used this to train staff and drive improvement. Staff were supported through regular supervision which included reflective practice and professional development.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). The service was working within the principles of the MCA. Appropriate strategies were used to support a person's ability to make a decision for them self where possible and we observed that people were given opportunities to make choices and decisions throughout the day. People's capacity was considered in taking decisions and where they did not have capacity to make a particular decision staff knew what they needed to do to make sure decisions were taken in people's best interests and involve the right professionals.

People were supported to have enough to eat and drink. The time and content of breakfast and lunch was entirely people's preference and choice. Drinks, snacks and fresh fruit were readily available and accessible to people. Staff promoted healthy eating and supported people to balance choice with healthy options. The menu for the evening meal was discussed and people were supported to put forward their choice.

People experienced positive outcomes regarding their health. They were empowered to have as much control as possible and their routine health needs and preferences were kept consistently under review. A health care professional told us that management and staff worked well with health care professionals and ensured they or the team leader attend and support people at all out patient appointments.

Is the service caring?

Our findings

At this inspection we found people continued to receive a caring service. Relatives and professionals were consistently positive about the caring attitude of management and staff. One relative said, "As a parent I feel I have won the lottery." Another relative told us, "It is a brilliant place, staff have built very good relationships with [Name]".

Relative's told us that management and staff maintained good communication with them, keeping them involved and updated in their family members care and any change in their needs. A relative said, "I get daily updates in text messages. It is never too much trouble" and "They manage all [Name] needs and when there is a change we brain storm together, we work together. They promote independence and balance this with risk, they strike a good balance."

The atmosphere within the service was welcoming, warm and relaxed. We observed positive relationships. Staff responded with compassion and kindness and consistently respected and promoted people's dignity, privacy, independence and diversity at all times. We saw people were continually engaged with a member of staff in a meaningful way, within the home or going out, unless they chose not to be.

The service had links with advocacy services and people were supported to have independent advocacy support and advice, as and when required.

Is the service responsive?

Our findings

At this inspection we found people continued to receive a responsive service. Relatives and professionals feedback about the responsiveness of the service described it as consistently good. One relative told us that The Ridings delivered a very personalised service and their family member went out every day according to their preference and choice. Another relative told us the home was very proactive, person centred and responsive to each individual's needs. A healthcare professional told us, "The people who live at The Ridings have very complex needs. The registered manager and her team have a positive regard for all and always look for new solutions. They are very person centred in their approach and constantly strive to meet people's complex needs."

People's care and support was planned proactively in partnership with them and/or their relative. Relatives told us that they were "always kept in the loop" and "involved every step of the way". A health professional told us, " Management and staff work very closely with parents and ensure their views are listened to and acted upon." Relatives told us that management and staff were always approachable and receptive to open discussions about any concerns or suggestions.

People received support that was highly individualised and tailored to the persons particular needs, strengths, levels of ability, interests and any risks they may pose to themselves and others. Care and support plans were seen as fundamental to providing person centred care. They were thorough and focused on their whole life including each aspect of daily living and individual communication methods. Communication passports were very detailed for example one included signs for each favourite movie (there were a lot of them) and the main characters for each movie. This helped to reduce anxiety and support conversation. A new member of staff told us that the care and support plans provided all the information that they needed to know and what they were to do to make sure personalised care was provided, they said, "Yes, they are wonderful and help me so much".

Relatives told us that their family members had plenty of opportunities to participate in activities of their choice. The service is flexible and responsive to people's individual needs and preferences to enable them to lead a full a life as possible. The registered manager described how it took many months to plan for and work towards swimming opportunities for one individual who could not cope with noise and crowds. This led to the registered manager hiring sessions in a public swimming pool to enable the individual to have sole use of the pool.

A daily log was kept for each individual which gave a summary of activities undertaken throughout each day which included whether the activity was planned or spontaneous, duration and if and how it was enjoyed, or not. The information was considered and reflected on during people's care reviews to evaluate the outcome for each person. This ensured that activities undertaken were appropriate, fulfilling and enhanced people's lives.

There were a range of ways for people or their representatives, and others to feedback their experience of the care delivered and raise any issues or concerns they may have.

Is the service well-led?

Our findings

At this inspection we found people continued to receive a service that is well led. Relatives and professionals described the way the service is led as being consistently good.

The service was well organised and had effective leadership. A registered manager was in post at the service. The registered manager also managed two other similar services provided by the organisation which were in close proximity to The Ridings. A registered manager is a person who has registered with the Care Quality Commission to manage the service. As like registered providers they have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run. A healthcare professional told us, "I have been very impressed with The Ridings over the past several years. The registered manager is a very experienced manager and communicates well with professionals and advocates for the people they care for." People and their family were regularly involved with the service in a meaningful way. Relatives told us that the registered manager was, "approachable, supportive, informative and very helpful." This was also reiterated by staff.

The registered manager told us that the home had experienced a difficult patch since the last inspection with staff changes. They said the staff overcame the difficulties by continuing to work in an inclusive way, applying a problem solving approach, building on strengths and embracing new staff to develop a strong competent team again.

The service had a very clear vision and set of values which staff were very clear about and put into practice. Care and support was delivered in a safe and personalised way with dignity and respect and ensured equality and independence was promoted at all times. The registered manager and staff promoted an open and honest culture by working proactively together. This was consistently observed throughout the inspection.

The registered manager was aware of the importance of forward planning to ensure the quality of service they provided could continue to develop. There were good quality assurance systems in place that ensured the quality and safety of the service delivered, and drove improvement.