

Voyage 1 Limited

Voyage (DCA) Somerset & Devon

Inspection report

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Date of inspection visit:
23 February 2023
28 February 2023

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06 April 2023

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

Voyage (DCA) Somerset and Devon is a domiciliary care and supported living service which provides support to people in their own homes.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided. At the time of our inspection, the service was providing personal care to 24 people with a learning disability and/or autistic people.

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 that considered systems and processes to safeguard people from the risk of abuse. Based on our inspection we found systems and processes to safeguard people from the risk of abuse were in place and being followed.

Relatives told us people were safe. Staff understood how to protect people from poor care and abuse. The service worked well with other agencies to do so. Staff had training on how to recognise and report abuse and they knew how to apply it.

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

Rating at last inspection

The last rating for this service was good (published 24 March 2022).

Why we inspected

The inspection was prompted in part due to concerns received about safeguarding. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Voyage (DCA) Somerset & Devon on our website at www.cqc.org.uk.

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.

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 safe?

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

Inspected but not rated

Voyage (DCA) Somerset & Devon

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 Health and Social Care Act 2008.

This was a targeted inspection to check on a concern we had about safeguarding people from the risk of abuse.

Inspection team

The inspection was carried out by 1 inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats. The service also provides care and support to people living in 4 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

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 not a registered manager in post. There was a manager in post who

had applied to become the registered manager.

Notice of inspection

This inspection was unannounced.

Inspection activity started on 23 February 2023 and ended on 10 March 2023. We visited the location's office on 23 February 2023 and a supported living service on 28 February 2023.

What we did before the inspection

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 reviewed information we had received about the service. We used all this information to plan our inspection.

During the inspection

We spoke to 3 relatives about their views on the care and support provided. We spoke to 8 staff including the manager. We reviewed a range of records. This included 3 people's care records. We looked at 4 staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were reviewed.

Is the service safe?

Our findings

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

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about safeguarding. We will assess the whole key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- We received information relating to a safeguarding incident, we therefore reviewed the safeguarding systems and procedures in place. There were effective systems in place to safeguard people from the risk of abuse, the provider had followed their safeguarding processes in relation to the safeguarding concern.
- Where people were potentially at risk of harm there were guidelines in place for staff. One of the guidelines we reviewed had not been updated to reflect the current support for the person, the manager updated this during the inspection. The manager also implemented a monitoring form to evidence the guidance was consistently being followed by staff.
- Although people were not verbally able to tell us if they felt safe, they looked relaxed in the company of staff. People's relatives told us they felt their loved ones were safe. One relative told us, "Absolutely I think [Name of person] is safe." Another relative commented, "Yes, [Name of person] is safe."
- Staff knew how to identify abuse and were aware of how to report it internally and externally. One staff member told us, "I would contact the line manager or [Name of manager] and I am happy they would take action, I would go higher internally or externally to the local authority. We have the whistleblowing policy available, I have never had to use it, but I would. Another commented, "I would talk to the manager to let them know, they would definitely take the right action, I have not had to report anything, I would though if I had to, we are their [People's] voices."
- Relatives told us they were kept up to date of any incidents when they occurred.
- There were procedures in place to ensure the safe recruitment of staff.
- The manager was aware of safeguarding procedures and their responsibilities to report any safeguarding concerns to the local authority and CQC. The manager provided evidence of how they followed the safeguarding procedure in response to concerns.