

# Community Integrated Care Bredon Respite Service

## Inspection report

Bredon Respite Service, Bredon, Lapwing Grove,  
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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 

### Overall summary

We carried out this announced inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to pilot a new inspection process being introduced by CQC which looks at the overall quality of the service.

When we last inspected this service in June 2013 we found the service was not in breach of any regulations at that time. Bredon Respite Service is situated in the Palacefields area in Runcorn, Halton. It is managed by

Community Integrated Care a non-profit making organisation. They provide short term breaks for up to four adults aged between 18-65 years old with a learning disability or complex health need.

There was a registered manager in post at the service. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider.

Staff were appropriately trained and skilled and provided care in a safe and well maintained environment. Staff fully understood their roles and responsibilities. The staff were up to date in various training sessions including

# Summary of findings

training on safeguarding and the Mental Capacity Act to ensure that the care and support provided to young adults was safe and effective to meet their needs. The provider had detailed and safe recruitment procedures. They employed skilled staff and took steps to make sure that staff were suitable to provide care and support that was meeting the needs of the people using Bredon Respite unit.

Staff working in the service understood the needs of the people coming to stay and we saw that care and support was provided with respect and kindness. People who used the service and their families told us they were all very happy with the service and their care. Staff were aware of nutritional needs and ensured they supported people to have choices in offering a good variety of food and drink during each person's stay.

Throughout our inspection we saw examples of good communication delivered to people enjoying their break at the service. People told us they felt included and consulted in the planning of their support and were treated with respect. People told us they received the care and support they requested and needed. They had contributed to their risk assessments and support plans, and about how they should be supported with their care and support. Everyone we spoke with said they felt comfortable to raise any concerns with staff, no body had any concerns or complaints about the service.

The provider had systems in place to assess and monitor the quality of the service. The registered manager assessed and monitored the quality of care consistently. The service encouraged feedback from people who use the service and their families, which they used to make improvements to Bredon respite service.

# Summary of findings

## 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.

They had effective systems to manage risks without restricting people's activities. Risk assessments were detailed and kept up to date to ensure people were protected from the risk of harm.

Staff knew how to recognise and respond to abuse. We found the safeguarding procedures that were in place were robust and staff understood how to safeguard people they supported. People staying at the service felt safe and comfortable when staying for their short break and had no complaints.

The service had a range of policies and procedures which helped staff refer to good practice and included guidance on the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS). These guidance documents helped identify and protect the interests of people who lacked the ability to consent on various issues.

Good



### Is the service effective?

The service was effective.

People had their needs assessed and staff understood what people's care needs were. People staying at the service told us they were involved in decisions about their care and support in choosing what they wanted to do during their stay.

People told us they were happy with the care and support they received and felt their needs were being met. We saw that everyone using the service was involved in planning the weekly food menu and what activities they would like to do during their short break.

We observed staff supporting people with individual choices around their meals and providing whatever people requested regardless of the menu planned.

Good



### Is the service caring?

The service was caring.

People staying at the service and their relatives told us that staff were kind and caring and always listened. They told us that staff asked them about how they wanted to receive their care and support and that they were always respectful.

We observed staff respecting people's privacy and dignity throughout our visit and they gave the necessary support, space and encouragement when needed.

Good



### Is the service responsive?

The service was responsive.

People had their needs assessed and staff understood what people's needs were. We saw that people were regularly involved in decisions and people using the service told us they were kept fully up to date and involved with their support planning.

Good



# Summary of findings

The service had developed their own compatibility tool that they used to help them plan their staffing levels for their short break service. They used it to help offer various choices for when someone wanted to stay and often people requested dates when their friends were staying. They used this tool to plan when they needed to bring more staff into the service especially when they were planning any group activity and trip out.

## Is the service well-led?

The service was well led.

The service had a registered manager in post. Management arrangements provided strong effective leadership. Staff were very positive about the management style and felt it was supportive with a positive and open culture.

The service had a robust quality assurance system in place with various checks and audit tools to show consistent good practices within the service.

**Good**



# Bredon Respite Service

## Detailed findings

### Background to this inspection

The inspection team was made up of a lead inspector who visited the service on 9th July 2014 with an expert by experience. An expert by experience is a person who has personal experience of caring for someone who uses this type of care service or who uses it themselves.

The provider sent us a pre-information pack before the inspection which we used to prepare for the inspection. 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 contacted the local authority which had responsibility both for safeguarding and commissioning services from Bredon Respite Service and other stakeholders such as the community matrons who visit this service. We took the

information they provided, which was very positive, into account when we wrote this report. We reviewed all the information held by the Care Quality Commission (CQC) relating to this provider.

We undertook this inspection by visiting Bredon Respite service where we reviewed documentation. We looked at the support plans of three people, two staff files and other documents such as supervision records and audit checks. We observed care and support in communal areas and also looked at the kitchen, lounge and some people's bedrooms, as well as a range of records about people's care and how the service was managed. We talked to the area manager; the registered manager; as well as three support staff on duty.

The Experts by Experience interviewed four relatives and two people who use the service via the telephone. In addition we met with three people who use the service on the day of our visit.

# Is the service safe?

## Our findings

The service had effective procedures for ensuring that any safeguarding concerns they had regarding people staying at Bredon Respite Service would be appropriately reported. All of the staff we spoke with were able to clearly explain how they would recognise different types of abuse and how they would not hesitate to report any allegation of abuse. Staff told us, and training records confirmed that staff received regular training. This training ensured they were up to date with the process for reporting any type of abuse, updated in procedures for safeguarding vulnerable people and managing and responding to behaviour that challenged. Staff advised that safeguarding was a topic discussed at every team meeting. Their manager developed quizzes and regularly discussed examples of scenarios to test each staff member's understanding and importance of reporting safeguarding. Minutes of these meetings showed various topics including safeguarding discussed as a priority and regular subject with staff.

Risks to people's safety were appropriately assessed, managed and reviewed. We looked at care records for three people who were staying at the service. Each person had an up-to-date risk assessment where it had been identified by staff that it was necessary to have one in place.

We saw that where a risk had been identified that someone may display behaviour which challenged the service, there was clear guidance for staff in people's plans and risk assessments to help staff to deal with any incidents effectively. These assessments and risk management strategies reflected any individual risk to people.

Staff discussed the individual needs of the people they supported and demonstrated that they knew the details of these risk management plans and how to keep each person safe and comfortable during their stay. Staff explained to us the triggers they looked out for in different people within the service regarding their behaviours and non-verbal signs for communicating their needs. This information was recorded in support plans and was regularly updated to show any changes in behaviour and in identifying any actions to safely support an individual. This ensured that people being supported were being provided with the specific support they needed to keep them safe and also knew what to expect from the staff team.

People who use the service and relatives that we had spoken with, told us they felt the service was safe and they had no concerns when using the service. One person told us they chose to not have their bedroom door locked due to their various medical conditions. They felt safe knowing the door was unlocked so that staff could quickly assist them if needed.

The registered manager had a good understanding of the Mental Capacity Act (MCA) 2005 and Deprivation of Liberty Safeguards (DoLS). There were no DoLS currently in place; however the registered manager knew the correct procedures to follow to ensure people's rights were protected. The service had a range of policies and procedures which helped staff refer to good practice and included guidance on the Mental Capacity Act. These guidance documents helped identify and protect the interests of people who lacked the ability to consent on various issues.

We looked at how the service managed staffing and recruitment. No one we spoke with raised any concerns about the numbers of staff available. There were sufficient staff on duty to keep people safe during our inspection and most people had one staff member supporting them individually. The registered manager explained how the service regularly reviewed staffing levels

and adjusted them based on people's assessed needs and risks. The service had developed their own compatibility tool that they used to help them plan their staffing levels for their short break service. They used this to match the staff needed for the people booked in for their short break through out the year. Staff felt the staffing levels were appropriate and safe. The levels enabled them to give the support needed to each individual. Staff told that the registered manager would provide additional staff whenever they needed it and that they always reviewed and planned staffing levels around people's needs while staying at the service.

Through our observations and discussions with people staying at the service, relatives and staff, we found that there were enough staff with the right experience and training to meet the needs of the people staying at Bredon Respite Service. People told us they were happy with the staff available to support them and one person told us the staff were: "Great, they always find time to listen to me."

## Is the service safe?

We looked at two staff files and spoke with three staff about their experiences working for this service and two managers who were present during our visit. The staff team advised that they had great stability with staff having worked for the service for many years. We noted that staff files contained relevant checks to show safe recruitment procedures were in place. Checks included taking up written references, identification checks and a Disclosure and Barring Service (DBS) check. The Disclosure and Barring Service carry out criminal record and barring checks on individuals who intend to work with children and vulnerable adults, which helps employers make safer recruitment decisions.

The registered manager described initiatives they had previously put in place for recruitment of staff. They had involved a relative of one person who uses the service to help them to recruit staff they felt comfortable with and suitable to work with vulnerable adults. They felt this was a successful initiative where the relative felt included and comfortable with the staff recruited.

Before our inspection, we asked health and social care professionals for their opinion of the service. They were positive about the service provided. They were very positive about Bredon Respite Service and told us the staff were always responsive and available and they had no concerns about the service they provided.

# Is the service effective?

## Our findings

Staff told us that they thought that training they received was very good. They said they felt, “Well supported” and that they were up to date in all training that they needed to do their job to a good standard. They told us about a recent training session where they had practical sessions in tasting pureed food. They explained this training had really helped them to understand the perspective of the person being supported to eat this type of food.

The provider had developed their own customised training for dignity, called ‘DAVE’ which staff told us they reviewed every month and that all of the staff had signed up as ‘dignity champions.’ Staff were really positive and proud of this training and the area manager discussed the different scenarios they used to encourage discussions around examples of dignity, values and boundaries. Staff were knowledgeable about each person's individual rights and choices. The registered manager had developed training records which showed evidence of updated training for staff in various topics necessary for their role.

People staying at the service and families confirmed they were involved in assessment and the care planning process. This enabled the staff to identify each person's needs and requests. One relative told us the food was very nice and that the staff always asked what food their relative liked. They told us the staff were aware of the importance of their relative's routine of having specific food they liked when going out in the minibus. Another relative explained that nurses had visited the service to help train staff how to support one person with specialised medication whenever they needed it. This relative felt this helped ensure they were provided with the specific care necessary for them during their stay.

Staff told us that if people didn't like the meal they had selected then an alternative would be offered. We

observed positive interactions where staff supported each person in selecting and suggesting a meal they would like which often resulted in different meals being cooked for each person. Staff had worked at the service for many years and offered great stability and knowledge about each person that stayed at Bredon Respite Service. Staff told us that once they knew who was coming to stay they would ensure they had food and snacks available that they knew they liked. One person told us how pleased they were with the additional support provided for their relative regarding their specialised diet and how the staff always checked the food labels whenever they went out to make sure everything provided was dairy-free in accordance with their specialised dietary requirements.

We saw evidence that support plans were regularly reviewed to ensure people's changing needs were identified and met. These plans outlined the likes, dislikes and preferences of each person and the staff we spoke with were aware of everyone's individual's preferences. As this service provided short breaks, the management of each person's health needs was usually managed by their staff and family at home. However the records did provide medical details to help in the event of a medical emergency where the staff accessed the GP and members of the multi disciplinary team as necessary. We spoke with health care professionals who were involved in the care of people staying at the service and their feedback was very positive. They told us that staff contacted them for advice and support when needed and this had helped make sure people's healthcare needs were being met. They felt the standard of care was very good and that the staff were very responsive to people's needs.

During our observations, we saw that staff communicated effectively with everyone who used Bredon respite service and offered support to each person as soon as they arrived back at the service.

# Is the service caring?

## Our findings

People staying at the service and the families we spoke with told us they were very happy with the care and support they received at the service and they told us they felt the staff were, “Very caring.” Four relatives made various positive comments about the service such as,

“My relative really likes the staff. I wouldn’t let them go there if they weren’t looking after her properly”; “They’re very caring. They’re smashing with him. They make a fuss of him. He loves it. He says, I like it here. When am I going again” and “They’re absolutely wonderful with my son. I have great respect for them.”

People chose the activities they wanted to participate in and staff respected their choices. One person told us, they were going to watch football that evening and would be going to bed when they wanted to. Another person explained how they liked to be supported with their personal care and felt confident that the staff knew how they liked to be supported. Everyone was looking forward to going out during the week and we observed staff discussing various choices to see what everyone wanted to do during their break at the service.

We saw evidence that the provider regularly sought feedback from people and their families about the support provided. Feedback from the last satisfaction survey in December 2013 showed that 21 people responded and the overall results were very positive with some people commenting on their delight at the provision of the new minibus. Overall the comments were positive about the

support received and people were very happy with the service. We looked at the services file which stored compliments. There were lots of records offering very positive comments, opinions and thanks regarding this service. One comment made by a relative stated: “Best thing we have ever done letting our relative go to respite, I just wish we had done it years ago.” People staying at the service and relatives told us the staff at the service regularly kept in touch with them and they could always contact them at any time with any queries.

Staff had been trained in how to respect people’s privacy and dignity, and understood how to put this into practice. Throughout our inspection, we saw that staff respected people’s privacy and dignity when they were supporting people. We spent time in the communal areas and observed positive staff interactions with people who used the service. Everyone in the service looked relaxed and comfortable with the staff. Staff discussed day to day examples of how they ensured privacy and dignity, such as, Always knocking on people’s doors before entering; ensuring curtains were drawn when supporting a person with personal care and ensuring the shared bathroom was only allocated and accessible to people of the same gender during their break.

One person told us they really liked the staff and thought they were, “Amazing” and told us how they had really helped them to settle in and trust them and now they thought of the staff as friends. They confirmed that staff always knocked on bedroom doors and never just entered without being invited in which they liked and felt staff respected their privacy.

# Is the service responsive?

## Our findings

Staff described how they first meet new people who wanted to go to the service for a short break. Staff told us they visited people in their own home to get to know them over a period of time. They then offered gradual visits to Bredon Respite Service so that new people could gradually get to know people and the environment in their own time. One person who uses the service, told us they didn't really want to go to the service at first but they really enjoyed it now and didn't want to leave. Two relatives told us about the service's personal and phased approach. One relative told us, "They came out and saw his own bedroom and asked what he likes, doesn't like and what to do if he's upset. He went for dinners, to get to know him and use to other people there. He stayed two nights then stayed when we went on holiday."

Each person had a plan that was personal and individual to them. These plans were used to guide staff on how to involve people in their care and provide the care and support they needed and requested. Staff worked with people and their relatives to establish effective methods of communication so that individuals could be involved in their care, especially those people who had non-verbal signs for communication. For example if a person could not verbally communicate, other communication methods were used such as pictorial signs. Care plans detailed the most effective ways to communicate with each person.

Staff discussed the positive impact they had experienced from working with the 'positive behaviours teams' based within Halton. They described how these teams had helped them to listen and learn to enable them to get good outcomes for people who used the service.

Staff told us about their compatibility tool that they had developed. They used this tool to plan when they needed to bring more staff into the service especially when they were planning any group activity and trips out. They took lots of factors into consideration when taking bookings for short breaks such as, what type of activities people liked to get involved in, what level of disability they had and whether they knew other people/friends booked in for certain dates. They used it to help offer various choices and dates for when someone wanted to stay.

People were offered various choices regarding social activities whilst they enjoyed their short break. People using the service told us they liked to book in when their

friends were booking in and they would then go out together on trips organised by the staff. People were getting support that was tailored to what mattered to them. During the day, on weekdays, most people seemed to be attending day services and college. But where they didn't and at weekends, it was clear that people were getting out and about to lots of different places that they chose to go to.

One person using the service told us that they independently booked in their dates for staying at Bredon and that they liked going to stay there. They described their routine of what they liked to do such as getting up early in the morning and going to bed when they chose to. They told us the staff helped them to do what they wanted when they came for their short break.

One relative was positive about the choices and range of activities offered and told us,

"My relative won't go out when he's at home but, as far as I can gather, he's out most of the day, at Bredon. He's been to Wales, out to parks or just shopping and having a snack out, which he likes, sometimes at garden centres" and another relative told us "It's important to my relative that she always stays in the same room each time she visits Bredon and that this happens." Another relative shared their positive praise about the service saying, "My relative goes out and about when staying at Bredon, for example, to the park and she has been on a boat trip and to

Llandudno. My daughter takes her own DVDs and videos when she goes to stay, as well as her favourite things."

Staff told us that people who used the service had asked for a pet fish and they had responded and fund-raised enough to have both an indoor and an outdoor fish tank. The service had also responded positively to an offer from one of the relatives to give them a birdcage, which we saw in the garden. This relative is currently breeding some birds to live in the cage.

One person using the service told us they could get a drink from the kitchen if they wanted at any time and sometimes at night he said he might ask for a drink of water and the staff helped him to take it back to his room. He was happy with the responses to his choices and requests.

The staff had developed a welcome pack for everyone going to stay at Bredon respite service. It had been developed with the use of pictures to help some people to

## Is the service responsive?

better understand the information offered to them and what to expect during their stay. This pack offered lots of choices about what support they could expect during their break and reassured people about their comfort, safety and confidentiality while staying at the service.

Staff told us as part of the regular meetings with people, both individual and as groups, they discussed any concerns, compliments or complaints. Staff talked us through what they would do if an individual wanted to raise

a formal complaint. The service had developed a complaints procedure with the use of pictures to help some people to better understand this procedure and to make it more accessible to more people. Those people we met and their relatives we spoke to had no complaints. However people were keen to share their positive experiences about this service. The service had not received any complaints over the last 12 months.

# Is the service well-led?

## Our findings

We met the registered manager and area manager for this service. Both demonstrated to us that they had a good understanding of the support care being provided to people at Bredon Respite Service. The registered manager's opinion about her team was that they all went, "Above and beyond in their role." Staff presented as proud and conscientious in their work with great empathy that they felt helped them in supporting new people coming to stay at Bredon Respite Service.

People using the service and relatives we spoke with, were familiar with all of the staff and the registered manager and found all of the staff team to be approachable, accessible and willing to listen.

This service was very clean, tidy, well managed and had quite a homely feel to it.

We saw that everyone had been asked to share their experiences by completing and submitting a survey to offer their opinions about the service in 2013. The overall results were very positive and validated the positive comments received throughout our visit.

One relative thought the service was well managed and that she wouldn't sit back if there were any problems, she told us she would complain. Everyone was positive about the management and one person commented: "Bredon's absolutely wonderful. It's a lovely, lovely place. It was nice before, but it has improved."

The staff we spoke with said they received supervision on a regular basis, every five to six weeks. This is a process where staff had a meeting with a more experienced staff member to check how well they had performed in their role. Organisations use this system as a way of monitoring the quality of care that is delivered. The registered manager confirmed staff received regular supervisions and staff were able to receive ad-hoc support whenever they wished as they worked closely together and had an open door policy. Staff told us the registered manager listened to what they said and they could raise any query or question.

All of the staff we met told us they felt supported and enjoyed their work and made positive comments about the registered manager and her management style such as, "Spot on" and "Responds to our suggestions and listens." Staff told us staff meetings were held regularly, monthly to two monthly where they had lots of opportunity to raise questions and speak to the manager. Actions were often considered and taken following these meetings especially in regard to managing activities.

Observations of how the manager interacted with staff members and comments from staff showed us that the service did have a strong leadership and a positive culture within the service. We looked at a selection of minutes of meetings which had evidence of a wide variety of topics shared with staff. The minutes showed that the staff were kept up to date with the management of the service.

Staff were able to describe the arrangements for whistleblowing. Whistleblowing takes place if a member of staff thinks there is something wrong at work but does not believe that the right action was being taken to put it right. CQC had received no whistleblowing complaints in the period since the last inspection.

In the information provided before the inspection the provider described a number of ways in which the quality of service provided was monitored. The registered manager monitored the service by completing regular audits which we reviewed during our visit. They covered a large variety of topics and areas throughout the service including, maintenance certificates; finance records; infection control; incidents and accidents; health and safety; medicines management and care records. They evaluated these audits and created robust action plans for improvement, when improvements were needed. The area manager also carried out quality assurance audits including unannounced quality visits to the service. These visits showed evidence of regular monitoring of the quality of care and support being provided.