

Adswad Ltd

# Adswad Ltd

## Inspection report

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22 August 2018

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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

This inspection took place on 20, 21 and 22 August 2018 and was announced. We gave the service 48 hours' notice of the inspection visit because we needed to be sure the person who managed the service would be available. The inspection was undertaken by an adult social care inspector.

Adswad Ltd is a domiciliary care service. They are registered to provide personal care to people in their own homes. Although it also provided safe and well checks, support for medical appointments and befriending services which are not regulated by CQC. At the time of our inspection the service was supporting 14 people with a variety of care needs including older people and younger people with a disability. Care and support was co-ordinated from the services office which is based on the outskirts of Sheffield.

Adswad Ltd has been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. These values include choice, promotion of independence and inclusion. People with learning disabilities and autism using the service can live as ordinary a life as any citizen.

At our last inspection we rated the service good. At this inspection we found the evidence continued to support the rating of good and there was no evidence or information from our inspection and on-going monitoring that demonstrated serious risks or concerns.

This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

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At this inspection we found the service remained Good.

The service has a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the schemes guided practice. People were involved and consulted about all aspects of their care and support, where they were able, including suggestions for activities.

Support workers we spoke with had a clear understanding of safeguarding people and they would act appropriately to safeguard people from abuse.

People's needs had been assessed before their care package commenced and they told us they had been involved in formulating and updating their care plans. We found the information contained in the care

records we looked at was individualised and clearly identified people's needs and choices, as well as any risks associated with their care and the environment they lived in.

There was a recruitment system in place that helped the employer make safer recruitment decisions when employing new staff. We found some files required additional references. The registered manager confirmed to us after the inspection that all staff files had been checked and contained two references.

There was a programme of training, supervision and appraisal to support workers and office staff to support people using the schemes.

We observed good interactions between support workers and people who used the service. People were encouraged to make decisions about meals and involved in menu planning.

Complaints procedures were in place and the registered manager told us they were developing an easy read version for those that needed an alternative format.

There were effective systems in place to monitor and improve the quality of the service provided. We saw copies of checks undertaken by the registered manager and senior support worker at the service. The reports included any actions required and these were checked periodically to determine progress. We found some of the policies and procedures had not been reviewed or were missing. The registered manager confirmed to us after the inspection that policies had been updated and we saw evidence of this when we visited people who used the service.

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

# Adswad Ltd

## 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 was planned to check 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 20, 21 and 22 August 2018 and was announced. We gave the service 48 hours' notice of the inspection visit because we needed to be sure the person who managed the service would be available. The inspection was undertaken by an adult social care inspector.

We visited the office location to see the staff and review records and policies and procedures. We spoke with the registered manager, the senior support worker who supported the registered manager in the day to day running of the service and also provided some personal care to people who used the service. We spoke with two support workers which we met while visiting people who used the service. They told us about their role within the service and about the training and support they had received.

On the second and third days we visited five people who used the service in their homes. We spoke with one person on the telephone. They told us about their experiences and views on the service they received from Adswad Ltd.

Before the inspection, the provider was asked to complete 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 considered this information during our inspection. We looked at the notifications received and reviewed all the intelligence the Care Quality Commission held to help inform us about the level of risk for this service.

Prior to our inspection we asked for feedback about the service from a care manager from Sheffield City Council and an independent advocate, which we received. We used all this information to help us make a judgement about this service.

# Is the service safe?

## Our findings

At our previous inspection we rated this key question as good. At this inspection we found the provider had continued to ensure good outcomes for people in this key question.

People told us they felt safe in their own homes and staff were available to offer support when needed to help them maintain their independence. One person said, "They [the staff] are brilliant they make me feel safe and secure." Another person said, "We look out for each other, the staff help us when we are out in the community so we stay safe."

The provider had safeguarding policies and procedures in place to guide practice. Safeguarding procedures were designed to protect people from abuse and the risk of abuse. Staff we spoke with were knowledgeable on procedures to follow. They told us they had undertaken safeguarding training and would know what to do if they witnessed bad practice or other incidents that they felt should be reported. They said they would report anything straight away to one of the managers.

The registered manager told us that they had policies and procedures to manage risks. Staff understood the importance of balancing safety while supporting people to make choices, so that they had control of their lives. For example, One person we spoke with said, "We had a bit of trouble with some friends and now we know not to speak to them if we meet them in town. We would call the police if we were worried about them."

A care manager from Sheffield city council said, "The registered manager and his team complete appropriate risk assessments and use the appropriate agencies' in doing this. One particular gentleman was at high risk of falls. Adswad Ltd therefore did the risk assessment and removed the hazards which in this case was discussing with the landlord the inappropriateness of some of the doors. I believe the service takes reasonable steps to keep people safe."

We saw examples of environmental risk assessments which were undertaken prior to the service commencing. For example, risks associated with pets in people's homes were considered to ensure staff was protected. Moving and handling risk assessments were seen on the records held at the office.

People we spoke with told us their support workers made sure they got their medication that they needed. Staff told us they had attended training in the safe management of medicines. One person showed us their medication and showed us how they recorded on the medication administration record (MAR) to confirm they had taken them as prescribed. We saw staff recorded on the MAR when they had supported people with their medication.

At the last inspection we found the service had safe recruitment procedures in place. This ensured only suitable people with the right skills were employed by the service. We checked three staff files and found some references were missing. We discussed this with the registered manager who took immediate action to obtain references where needed. He confirmed to us after the inspection he had checked the remaining staff

files and they contained the required checks. For example, two written references, (one being from their previous employer), checks of the staff member's identity and checks of their right to work in the UK. All staff had undertaken a Disclosure and Barring Service (DBS) check before starting work. The Disclosure and Barring Service carry out a criminal record and barring check on individuals who intend to work with children and vulnerable adults, to help employers make safer recruitment decisions.

People we visited were happy to show us their accommodation which were personalised and reasonably clean and tidy. Support workers were aware of the importance of infection prevention and control and had the relevant protective equipment such as gloves which were used when delivering personal care to people. We saw staff had attended training in this subject.

# Is the service effective?

## Our findings

At our previous inspection we rated this key question as good. At this inspection we found the provider had continued to ensure good outcomes for people in this key question.

People were supported to live their lives in the way that they chose. People told us they liked to maintain their independence. People were supported to have their needs assessed. This ensured their wishes and preferences were respected. One person said, "They (the staff) talk to me about decisions I make so that I know about any risks which may be involved." Another person said, "I have my own money and I like to buy DVD's and computer games. Staff say it would be better to sell the ones I have used to make some money from them."

Some people we spoke with told us support workers were involved with food preparation while other people did not require any assistance. We found that where staff were involved in preparing and serving food people were happy with how this took place. One person told that they needed support to do their shopping for food and staff went with them. Another person told us that the district nurse visited to give them their insulin. They understood the importance of eating a well-balanced diet but did admit to having a sweet tooth.

People we spoke with told us they liked to go out for meals. One person said, "I like to go to (famous for burgers)." Another person said, "We have Sunday lunch with our friend (living in another flat) sometimes he cooks and other times we cook."

People we spoke with told us they were able to make their own choices about the things they liked to do. Support workers told us they encouraged people to lead an independent life whilst maintaining their safety. We spoke with an advocate who supported three people who used the service. They said, "The service is extremely effective Adswad have acted appropriately to ensure they get the help they need to lead fulfilling lives. They have made a huge difference to them." Advocates seek to ensure that people, particularly those who are most vulnerable in society, are able to have their voice heard on issues that are important to them.

A care manager said, "Adswad is a service where you can expect a prompt reply and will be realistic in their expectations. Adswad always strive to deliver an efficient service."

We spoke to the registered manager about gaining consent to care and treatment. He told us that staff had received training in the Mental Capacity Act 2005 (MCA). However, he said people they supported had some capacity to say how they wanted their care delivered in their homes. Where people received support who had limited capacity they had been supported by an advocate or a relative.

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.



Support workers told us they worked in a very good team, all working to the same values and goals. We saw staff received regular supervision and observations of their work practice. Staff were encouraged to discuss any concern they may have about any of the people they supported and about their own personal development.

Staff said they felt valued by Adswad and received the support they needed. One support worker said, "I have worked with the senior support worker for a long time and I know what is expected of me." Another support worker said, "The service is essential to people to help them live as independently as possible. We are here to support, not to take over how they live their lives."

Records we looked at confirmed support workers were trained to a good standard. They had completed an induction, which covered all the required training for them to be able to carry out their jobs effectively and safely. The staff told us they had worked alongside more experienced staff until they were deemed to be competent. The registered manager told us that the timescale to reach the expected standard would be different for each member of staff.

# Is the service caring?

## Our findings

At our previous inspection we rated this key question as good. At this inspection we found the provider had continued to ensure good outcomes for people in this key question.

It was obvious from our visits that people were happy and led a fulfilled life. Support workers also shared the fondness. One support worker said, "I have known the people I support for many years, from where they used to live." Another support worker asked people's permission before disclosing some information in relation to their care. This shows people's confidential information was not disclosed without their permission.

People's privacy and dignity was promoted. Support workers spoke with people respectfully. A support worker said, "We would not dream of entering (person's name) without their permission. They like their own space and can spend time doing their own things away from others that live in the accommodation."

People were supported to maintain their personal relationships. This was based on the support workers understanding who was important to the person, their life history, their cultural background and the beliefs. One person told us, "I have a girlfriend and staff support me to meet up with her for a meal. Sometimes they come here for tea, other times we go out for a drink."

Information was provided, including in accessible formats, to help people understand the care available to them. We saw people were provided with a guide which informed them of their rights as a tenant and how they could raise a complaint if needed.

People's independence was encouraged. One person we spoke with said, "I travel independently to visit my family and friend. I am going on a coach next week to visit family in Scotland."

Staff we spoke with told us they were confident people received good care. Staff clearly demonstrated they knew people's needs well and they had good relationships with people. Staff spoke passionately and enthusiastically about wanting to provide good care and support for people and they said they enjoyed working for the service.

We received positive feedback from an advocate that had worked closely with three people. They said, "The service is excellent, staff are kind, caring and always treated people with the upmost respect. The lives of the three people have been enhanced by the involvement of Adswad."

## Is the service responsive?

### Our findings

At our previous inspection we rated this key question as good. At this inspection we found the provider had continued to ensure good outcomes for people in this key question.

The people's files we looked at included assessments of their care and support needs and a plan of care. These gave information about the person's assessed and on-going needs. They gave specific, clear information about how the person needed to be supported. The assessments outlined what people could do on their own and when they needed assistance. For example, one person needed support to go shopping for food. Another person needed support to get their money from the bank and how to budget for the things they wanted to do.

We checked how the service was implementing the requirements of the accessible information standard. The aim of the accessible information standard is to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need.

People's communication needs were recorded in their assessment. The support plans included how they expressed their wishes. Support workers had identified some people they supported used Makaton. Makaton is a language programme designed to provide a means of communication to individuals who cannot communicate efficiently by speaking. They had asked the registered manager if they could access training to help them communicate easier with the people. The registered manager was looking at local resources to obtain training. We saw evidence of this at the office.

We received positive feedback from a care manager who said, "I have complete initial reviews recently for four people who used the service. Their feedback was very complimentary. They all said they were very happy with the support provided by Adswad." They went on to say, "Adswad is a service where you can expect a prompt reply and will be realistic in their expectations. Adswad always strive to deliver an efficient, responsive service."

We found the service used questionnaires to obtain the views of people who used the service. We saw a sample of surveys which had been returned. The answers and comments were mainly positive. The registered manager told us they also obtained feedback regularly when they were delivering care as part of their observations of practice. Both the registered manager and the senior support worker also delivered care to people who used the service.

People we visited told us about some of their leisure activities that they enjoyed with both support workers and independently. One person told us they enjoyed watching their favourite football team play in Sheffield. Other people told us about being in drama and gardening groups as part of their daily lives. People told us that they liked doing things with their support workers like going out for meals and shopping for food.

# Is the service well-led?

## Our findings

At our previous inspection we rated this key question as good. At this inspection we found the provider had continued to ensure good outcomes for people in this key question.

The service had a manager who was registered in September 2012. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The registered manager was aware of the importance of forward planning to ensure the quality of service they provided could continue to develop. The service had a positive culture that was person-centred, open, inclusive and empowering. It had a well-developed understanding of equality, diversity and human rights and put these into practice. Staff told us they were able to discuss any issues and were confident that their confidentiality would be respected.

A care manager from Sheffield City Council said, "My contact with Adswad is always consistent. The registered manager gives appropriate support to his staff which is reflected in the support that has been delivered to people.

An advocate we spoke with said, "The manager and the senior support worker lead by example. They and their team work really hard to ensure people get the right support needed for them to lead a full independent life, that they choose."

The registered provider had a system to quality monitor the service provided. We found this was effective. There were systems in place to monitor and improve the quality of the service provided. Systems were in place for recording and managing complaints, safeguarding concerns and incidents and accidents. Documentation showed that management took steps to learn from such events and put measures in place which meant they were less likely to happen again.

Accidents and incidents were monitored by the service to ensure any incidents that could be prevented were identified. The registered manager told us they had very few incidents, but would always look at every incident form completed by staff to evaluate and review. This ensured any actions required would be addressed.

Staff and carers spoke enthusiastically about the impact the service had on people's lives. Staff told us they enjoyed working at the service. Comments included, "It's a fantastic rewarding job," "We have great work ethics, we work as a team."

Staff told us that they felt part of a team which encouraged involvement in developing an excellent service. They confirmed regular meetings took place and communication was very good. They also told us that any changes or updates were effectively communicated to staff.

