

## Dalesview Partnership Limited

# Veedale

### Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

We carried out an unannounced focused inspection of Veedale on 13 July 2016 to check whether the registered provider was complying with the Company's conditions of their registration under the Health and Social Care Act 2008. This report only covers our findings in relation to this issue. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Veedale on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Veedale is registered to provide care and accommodation for up to 18 young adults who have a learning disability. The home is purpose built with all its facilities being on the ground floor. All accommodation is provided on a single room basis.

At the time of our inspection there were 20 people living at the service. The registered provider is currently registered to accommodate a maximum of 18 people at Veedale.

At the time of our inspection the service had a registered manager who had been in post since January 2014. 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 five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service well-led?**

The service was not consistently well led.

The provider was found to be in breach of their conditions of registration. There were 20 people accommodated at the service. However, at the time of our inspection the service was registered to provide accommodation for a maximum of 18 persons.

Our methodology does not allow us to change the rating for a service if the previous inspection was completed more than six months ago.

**Good** ●

# Veedale

## Detailed findings

### Background to this inspection

We carried out a focused inspection of Veedale on 13 July 2016 to check whether the provider was complying with the conditions of their registration under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The inspection was unannounced and was undertaken by two adult social care inspectors.

Prior to this inspection we had received an application from the registered provider to change the conditions of the Company's registration by increasing the number of people who could be accommodated at the service from 18 to 20. A registration inspector visited the home in response to the provider's application. During this site visit a Director of the Company informed the registration inspector that 20 people were living at the home.

We carried out this inspection to confirm whether the registered provider was in breach of the conditions of their registration and to check that people accommodated at the service were receiving safe care.

During the inspection we spoke with the registered manager and a Director of the company. We reviewed care documentation relating to the two people who had recently being admitted to the service and other service documentation including staffing rotas.

## Is the service well-led?

### Our findings

During our inspection a Director of the Company operating the service informed us that 20 people were living at the home. Documentation held at the home confirmed this to be the case.

The provider explained that the Company had submitted an application to the Commission on 13 May 2016, to increase the number of people accommodated at the home from 18 to 20. They told us that prior to their application being approved by the Commission, they had received a request to accommodate a person who was due to reside in one of the two new rooms, sooner than had previously been planned. This was due to the person receiving notice to leave their residential placement as the service was closing. The provider told us this was an emergency situation and they were told that there were no other beds available at any other location suitable to meet their individual needs. This person was admitted to the home on 23 May 2016.

The Director informed us that while they were waiting for the outcome of their application, the service was contacted about another person who needed accommodation. Due to their specific circumstances this person needed to be moved urgently from where they were living. The provider was told that there were no other options available and agreed to accommodate the individual. This person was admitted to the home on 18 June 2016.

The registered provider was found to be in breach of their conditions of registration by accommodating more people at the home than the Company was registered to accommodate.

The Care Quality Commission is continuing to investigate issues related to this particular breach of the Health and Social Care Act 2008. As such the Commission is not yet in a position to determine the actions that may be taken at the conclusion of those investigations.

During our inspection we visited the two new rooms that had been created at the home and found that they were suitable to meet people's needs. They were furnished to a high standard and had been personalised to reflect people's tastes.

We reviewed the care files of the two people recently admitted to the home. We found that detailed care plans were in place for each person, which documented people's needs and how they should be met by staff. Information about people's preferences was also included. We noted that not all risk assessments had been completed and the registered manager assured us that these would be completed shortly. The registered manager explained that new risk assessment documentation was being introduced at the home and this had resulted in a delay in the risk assessments being completed. We have since been informed by the registered manager that all risk assessments are now in place. We found that there was sufficient information available at the time of our inspection for staff to meet people's needs prior to the risk assessments being completed.

We reviewed staffing rotas at the service and found that staffing levels had increased appropriately when the two new people had been admitted to the home. This helped to ensure that people were kept safe and there were sufficient staff available to meet their needs. We saw evidence that social activities were being

explored daily with each person, so that staff could gain an understanding of what activities they enjoyed.

We did not have any concerns about the safety of the two people recently admitted to the home, or the other people living at the home. We found that appropriate levels of care and safety were being maintained.