

Yourway Support Services Limited

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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 

Overall summary

The inspection took place on 16, 18 and 24 December 2015 and was announced. The provider was given short notice because the location was a domiciliary care agency and we needed to be sure that someone would be present in the office.

Yourway Support Services Limited (Yourway) is regulated by CQC to provide a personal care service to people living

in their own home. The service also provides respite, short breaks and enabling services. On the day of the inspection five people were supported by Yourway with their personal care needs.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like

Summary of findings

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.

On the day of the inspection staff in the office were relaxed, there was a calm, friendly and organised atmosphere. Everybody had a clear role within the service. Information we requested was supplied promptly, records were clear, easy to follow and comprehensive.

People, those who mattered to them, staff and professionals all spoke positively about the service. Comments included, "Very helpful"; "They talk to me with respect"; "They show me what to do"; "They are nice and normal!"; "They help me with my money"; "Staff are good at talking, listening and being friendly"; "They are interested in what I'm saying."

People told us they felt safe. All staff had undertaken training on safeguarding adults from abuse, they displayed good knowledge on how to report any concerns and described what action they would take to protect people against harm. Staff told us they felt confident any incidents or allegations would be fully investigated.

People were protected by the service's safe recruitment practices. Staff underwent the necessary checks which determined they were suitable to work with vulnerable adults, before they started their employment. Computer software supported matching staff with the right skills and competencies to people's needs.

People told us staff provided consistent personalised care and support. Care records were focused on empowering people to have control and choice. Staff responded quickly to people's change in needs. People and those who mattered to them were involved in identifying their needs and how they would like to be supported. People's preferences were sought and respected. Staff focused upon a person's whole life. People's life histories, strengths, ambitions, hopes and dreams were taken into account, communicated and recorded.

People were promoted to live full and active lives and were supported to go out and use local services and

facilities. Activities were meaningful and reflected people's interests and individual hobbies. People enjoyed an active lifestyle engaging in golf, theatre trips, shopping and sporting opportunities.

People received consistent co-ordinated care when they moved between services. Transitions were planned and involved health and social care professionals, advocates and those who mattered to people.

People where appropriate were supported to maintain a healthy balanced diet. There were opportunities for people to learn to plan meals and shopping lists, budget and develop cooking skills at the service's "Cook Club." Those who wanted to attend healthy eating clubs such as "Slimming World" to manage their weight were supported to do this.

People's risks were anticipated, identified and monitored. Staff managed risk effectively and actively supported people's decisions, so they had as much control and independence as possible. Positive risk taking was well planned and encouraged to enable people to achieve as much as they were able to. Environmental and health and safety risks were considered so people were safe in their homes.

People had their medicines managed safely. People were supported to maintain good health and had Health Action Plans (HAPs). Referrals were made quickly to healthcare professionals, such as GPs, physiotherapists and occupational therapists when people's needs changed. Hospital passports were in place should be need to go into hospital, these helped hospital staff have an awareness of people's needs.

People knew how to raise concerns and make complaints. People who had previously raised concerns confirmed they had been dealt with promptly and satisfactorily. No one we spoke with had complaints and everyone felt confident talking to staff about any issues they might have.

Staff put people at the heart of their work; they were caring, kind and compassionate. Strong, supportive relationships had been developed and practice was person focused and not task led. Staff were highly motivated and committed. Staff understood the importance of respecting people's individual needs around their privacy and dignity and enabling people to maintain and develop their independence. Staff told us

Summary of findings

“As a team leader I give 100% to my vocation and lead a team to reach the goals of our valued customers; I run a healthy breakfast walk voluntarily and promote walking all over Plymouth, 3 years and going strong! I promote independence, confidence and self-esteem to all my customers.”

Staff described the management to be very open, supportive and approachable. Staff talked about their jobs in a strong positive manner. All staff told us they felt the service was well run and they loved their jobs. Comments included, “Yourway wouldn’t be what it is today without “X” (the registered manager)”; “They do a really good job” and “I am very happy to be working with a company who are so passionate about person-centred

care, they are forward thinking. The company puts their customers and staff first” and “I have worked for the company for five years and I have always been impressed with their attitude to myself...very honest.”

Staff were encouraged to be involved and help drive continuous improvements. Regular feedback was obtained from people and staff. People felt listened to. This helped ensure positive progress was made in the delivery of care and support provided by the service.

There were effective quality assurance systems in place. Action was taken to address areas where improvements were needed, and as a result, changes had been made to drive the service forward. The service celebrated people’s achievements and the service proactively looked for development opportunities to continue serving the local population’s health needs.

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. Safe recruitment practices were followed and there were sufficient numbers of skilled and experienced staff to meet people's needs.

People were protected by staff who understood and managed risk. People were supported to have as much control and independence as possible.

People had their medicines managed safely.

Good



Is the service effective?

The service was effective. People received care and support that reflected their individual choices and preferences.

People were supported by staff who had the right competencies, knowledge and skills to meet their individual needs.

People were supported by staff who had good knowledge of the Mental Capacity Act 2005, which they put into practice to help ensure people's human and legal rights were respected.

People were supported to maintain a healthy balanced diet.

Good



Is the service caring?

The caring of the service was excellent. People were supported by staff that respected their dignity and maintained their privacy.

People were proactively supported to express their views, and were supported by staff who understood their history, likes, hopes and goals.

People expressed high levels of satisfaction with the values of staff and we observed compassionate support.

People's unique communication skills and abilities were known by staff. Staff made sure people had their say and were listened to. People felt they mattered.

People were supported by staff who showed great kindness and compassion often going the extra mile to support people and celebrate their achievements. Positive caring relationships had been formed between people and staff.

Good



Is the service responsive?

The service was responsive. Care records were personalised and focused on a person's whole life. Staff had an excellent understanding of how people wanted to be supported.

People were empowered by staff to be involved in identifying their choices and preferences, and have as much control and independence as possible.

People were encouraged to maintain hobbies and interests. Staff understood the importance of companionship and social contact.

Good



Summary of findings

People were supported when they moved between services. Transitions were carefully planned and strategies had been put in place to maintain continuity of care.

Is the service well-led?

The leadership and management of the service was excellent and the culture empowering. There was a sustained open culture with clear, person-centred values.

Management were approachable and defined by a clear structure. Staff were motivated, felt valued and proud to work for the organisation

People were supported by staff who were motivated to develop and continually improve the quality of care. Best practice was embedded in the organisation. Quality assurance processes were in place and shortfalls addressed promptly, this meant the service was continually improving.

People were placed at the heart of the service. The service had a clear vision of continuously striving to improve to benefit people.

Good



Yourway Support Services Limited

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.

The inspection was undertaken by one inspector, took place on 16, 18 and 24 December 2015 and was announced. The provider was given short notice because the location was a domiciliary care agency and we needed to be sure that someone would be present in the office.

We reviewed information we held about the service. This included previous inspection reports and notifications we had received. A notification is information about important events which the service is required to send us by law.

During the inspection we spoke with the registered manager and 11 members of staff. Five people were receiving personal care during the inspection. We visited

three people in their own home who used the service, and met another person who received personal care at The Cook Club (a service run by the provider where people learned about food and cooking). We also met and talked to other people who accessed the support service offered by Yourway at The Studio (a creative workshop).

We looked at three records related to people's individual care needs. These included support plans, risk assessments and medicine records. We received seven completed questionnaires from people about the service Yourway provides, and 11 completed questionnaires were returned from staff. We reviewed people and professionals feedback gathered by the service over the past 12 months. We also looked at the staff recruitment processes and records associated with the management of the service, including quality audits, newsletters and evidence they had gathered for the inspection. We visited The Cook Club and The Studio, two other service offered by Yourway and reviewed a film people had made.

Following the inspection we contacted four health care professionals and the advocacy service for their views on Yourway.

Is the service safe?

Our findings

People told us they felt safe. One person said, “I’m safe and happy.” We observed people were comfortable around staff and those unable to talk to us verbally, nodded to indicate they felt safe when we asked them.

People were protected from discrimination, abuse and avoidable harm by staff who had the knowledge and skills to help keep them safe. Policies and procedures were available for staff to advise them of what they must do if they witnessed or suspected any incident of abuse or discriminatory practice. Records showed all staff had received safeguarding adults training and equality and diversity training. Staff confirmed they were able to recognise signs of potential abuse, and felt reported signs of suspected abuse would be taken seriously and investigated thoroughly. Staff knew who to contact externally should they feel that their concerns had not been dealt with appropriately.

People were supported by sufficient numbers of staff to keep them safe. Most people we met were supported by staff on a one to one basis throughout the day and night. People told us their staff teams were consistent and they knew who would be working with them “It is always nice to have regular staff.” Staff told us they mostly had set working patterns which provided consistency and support to people. Staff worked flexibly to cover each other’s holiday and sickness so people’s care was always provided by staff who knew their needs well. The service used a software programme which supported matching people with staff who had the right skills to work with them.

People were protected by safe staff recruitment practices. All employees underwent the necessary checks which determined they were suitable to work with vulnerable adults. Staff confirmed these checks had been applied for and obtained prior to commencing their employment with the service. We spoke to one employee with a learning

disability, they had been recruited after completing a local project and told us they had completed an application form, had an interview and all recruitment checks had been completed prior to their starting at the service.

People were supported by staff who managed risk effectively. Staff understood the importance of a person’s choice, regardless of disability, to take everyday risks. For example during the inspection we heard how one person was travelling to London alone to see the Star Wars premier. This was a great achievement for them. Each person had individualised risk assessments related to their needs and their environment, for example those with mobility needs had guidance in place to minimise the risk of falls and trips. Staff were careful to ensure areas were clear, appropriate footwear was worn, surfaces were not polished and slippery, anti-slip mats were in place in bathrooms and there was good lighting so people could see well as they moved about their home.

People’s medicines and treatment were well managed by staff. Medicines were kept safely in people’s homes and there were clear medicine records. Staff were appropriately trained and confirmed they understood the importance of safe administration and management of medicines. People with limited capacity to make decisions about their medicines and treatment were protected by staff. People’s doctors and other health and social care professionals were involved in decisions about people’s medicines.

People’s behaviours and incidents were monitored closely and analysed for trends and themes. For example following a reduction in one person’s support package, the service had documented increased falls and the person’s mental health deteriorating. This information was used to advocate for the person so they received support that met their needs and maintained their well being. Staff received training in how to support people whose behaviour could be challenging to the service and were confident in the use of distraction techniques. Additional training had been sourced to understand particular people’s behaviour’s to help keep them safe. Staff told us they did not use physical restraint and had been trained in breakaway techniques.

Is the service effective?

Our findings

People were supported by knowledgeable, skilled staff who had the right competencies to effectively meet their needs. Staff told us their training was updated regularly and equipped them with the skills they needed to understand people and promote their independence.

Staff received an induction programme and on-going training to develop their knowledge and skills. They told us this gave them confidence in their role and helped enable them to follow best practice and effectively meet people's needs. Newly appointed staff completed the new care certificate recommended following the 'Cavendish Review'. The outcome of the review was to improve consistency in the sector specific training health care assistants and support workers received. They also shadowed other experienced members of staff until they and the management felt they were competent in their role and understood the people they would be working alongside. An administrative staff member told us they had learned "archiving, sending our letters and filing skills.. I am grateful to Yourway for all I have learned." They shared that these new skills helped them to be as effective as possible.

People were supported by staff that had been selected to work in a team that collectively met their needs. In addition to the mandatory training, the staff team for each individual received tailored training, advice and support to learn how people wanted and needed to receive their care. For example, one person had specific needs around their ability to engage with staff, staff understood how to communicate with them to maintain engagement. Other people had specific health needs such as epilepsy and training was sourced from specialist nurses.

Staff received effective support through supervision and appraisals. Supervision was provided regularly and up to date for all staff. Supervision was a two way process, used as an important resource to support, motivate and develop staff and drive improvements. Open conversation provided staff the opportunity to highlight areas of good practice, identify where support was needed and raise ideas on how the service could improve. All staff had personal development plans to consider their future training and development needs. Staff confirmed supervision was used to develop and review their practice and offer support. Staff told us "We get a great deal of support from our managers

and they are always on hand to help if needed" and "I get extremely good support from my team leader and I'm very happy with the support from my operations manager" and "my confidence and self-belief grew."

Staff understood and had knowledge of the main principles of the Mental Capacity Act 2005. Staff put this into practice on a daily basis to help ensure people's human and legal rights were respected. Staff considered people's capacity to make particular decisions and where appropriate knew what to do and who to involve, in order to make decisions in people's best interests. People had advocates where needed to enable them to express their views and choices.

People were supported and encouraged to maintain a healthy balanced diet. Staff protected people from risk of poor nutrition and dehydration. Staff confirmed they would offer advice to people and involve them in discussions about what they would like prepared for them. Nutritional needs were discussed at assessment and regularly reviewed. Staff regularly discussed the components of a healthy diet with people whose medication or disabilities meant they were prone to weight gain or they had behaviours which meant they could sometimes eat more than was good for them. People had opportunities to be involved in The Cook Club (a project run by the provider where people could learn to cook). The Cook Club helped people plan a shopping list, budget for food, cook a meal and learn and healthy choices to support their well-being. In addition to these essential skills people had the opportunity to have taster sessions at local restaurants, workshops with professional chefs, visit food festivals, go wild food foraging, cooking and visit local community farms. These activities supported people to learn about a healthy diet and nutrition. Other people who struggled with their weight had been supported to engage in exercise, join the gym and slimming clubs.

People were protected by staff who made prompt referrals to relevant healthcare services when changes to health or wellbeing had been identified. Staff knew people well and monitored people's health on a daily basis. Health Action Plans (HAP) and hospital passports were in place for people. HAPs covered people's health conditions and needs and their medicine. If staff noted a change in a person's health, they would discuss this with the individual and with consent seek appropriate professional advice and support or signpost people to agencies where they could get further advice. People were informed about and

Is the service effective?

involved in their healthcare and were empowered to have choice. For example, staff had sought medical advice and

been referred for specialist support when they were concerned people's mental health had deteriorated. Staff spoke with the person and communicated why the treatment had been advised and what the benefits were.

Is the service caring?

Our findings

Everyone we spoke with without exemption told us they were well looked after for by staff who had a caring attitude and treated them with kindness and compassion. People felt listened to and involved in all decisions regarding their lives. The philosophy of the service was a belief that “everyone has the right to a happy, healthy life, with the opportunity to achieve their full potential.” Information and explanations were given to people in a way they could understand. Close links with the local advocacy service supported people’s wishes to be known. People’s positive feedback included “Very helpful”; “They talk to me with respect”; “They show me what to do”; “They are nice and normal!”; “They help me with my money”; “Staff are good at talking, listening and being friendly”; “They are interested in what I’m saying.”

People highly valued their relationships with staff and management. Staff had genuine concern for people’s wellbeing and promoted a positive outlook. Staff commented that they felt passionate about the support they gave, and explained the importance of adopting a caring approach and making people feel they matter. One staff member commented “I get to work with some amazing people who require support. It is a very fulfilling role and I hope that I will continue to be so passionate about the job I do and the people I get to work with” another office staff member wrote in their questionnaire “I don’t often work with people directly but I’ve seen for myself that the work I do enhances their lives.”

People confirmed their privacy and dignity were respected, and they were empowered to be as independent as possible. People shared “They treat me with great respect.” People told us staff protected their dignity when providing personal care. Staff said they would close bathroom doors and ensure window curtains were shut. They encouraged people to wash the areas they were able to but helped them reach areas which were difficult. Maintaining and encouraging people to be independent and learn new self-care skills meant some people had been able to have reduced support packages. Staff were organised and planned ahead, for example if people had continence needs and were going out, spare clothing was taken in the event of any accidents. People said “Staff treat me as a person and really go out of their way to listen.”

Supporting people to develop their independence was central to the ethos of the service and important to staff. Depending on people’s abilities staff would support them to wash, dress, choose and cook meals, budget and plan activities. One person was able to shave but sometimes missed areas so staff would gently point this out. Other people needed help to dry areas of their skin and support from staff to apply creams to keep their skin in good condition. This helped encourage their independence and maintain their health and dignity. Staff told us they felt their role was to help people build a picture of what it would be like to live independently and support them in managing their tenancy and develop skills to live as independently as they were able.

People were supported by staff who knew their particular communication skills, preferences and abilities. Some people we met had limited verbal communication skills. Staff knew one approach did not suit all people and observed their facial expressions, sounds and bodily movements to communicate with them. Staff were skilled at responding to people appropriately to help ensure people felt they mattered, and had control. For example, staff made good eye contact with people and used their name to make sure they had their attention, information was given in small, manageable sizes and repeated. This helped ensure people understood what was being said. For one person, staff learning to communicate with them better and changing what they asked, had meant they better understood aspects of their behaviour. For example we heard how one person, however hot it was in their home, did not like the windows opened. Through trying different ways of talking to them they discovered it was because the person felt the window was not always shut afterwards and they could not do this. This meant a plan was put in place to ensure the window was always shut and the problem had been resolved.

Other people who were more able, communicated with staff via their mobile phones and social media, for example one person during the inspection had gone up to London alone for the first time to see the Star Wars premier. They were regularly sending messages to the registered manager to let them know where they were and how their trip was going. Staff shared this person’s excitement at their achievement.

Is the service caring?

Written information was available for people in the form of newsletters. A professional commented on the great quality of newsletters. Activities and other topics of interest were shared with people and staff via social media.

People were proactively supported to express their views. Staff gave people time and were patient, they were skilled at giving people explanations and the information they needed to make decisions. People had access to advocacy support and the service had links to local advocacy services. People said “They help me make decisions.” Staff also advocated for people every day. They supported them to understand what their rights were. One staff member told us about the person they supported who had been very unwell and required residential care following an admission to hospital. They regularly visited the person (in their own time) and worked alongside them with their social worker to ensure they returned home at the earliest opportunity. Discussions we had with all staff indicated they advocated on people’s behalf regularly to ensure they received the care and support they deserved. Staff regularly went the extra mile because they cared for people. When one person had gone abroad, staff were available for them 24/7 when they sometimes forgot the time difference for calling the UK and wanted to share their adventures. Another staff member had voluntarily set up Yourway’s movie club. This supported people to feel less lonely and isolated.

People received care and support from staff who understood their history, likes, needs, hopes and goals. Staff wanted people to achieve their goals and celebrated their success and joy with them when they did. Staff told us “We want to focus on people’s achievements.” One person

we met had been supported to move into a more suitable home by Yourway. This move had meant they were able to have their much loved dog with them. Staff shared with us people’s likes and dreams. Some people loved their sport, others loved shopping and their holidays. Staff tailored their support around people’s goals. One person who had previously received personal care but who now received support only, had recently been to New York on holiday with staff. Yourway support had meant they’d developed the skills and confidence to plan, book and achieve this dream.

Staff were committed and also felt cared for by the service. Staff told us “I’m very happy in my role. I get to work with some amazing people who require support. It’s a very fulfilling role and I hope that I will continue to be so passionate about the job I do and the people I work with” and “As a team leader I give 100% to my vocation and lead a team to reach the goals of our valued customers; I run a healthy breakfast walk voluntarily and promote walking all over Plymouth, 3 years and going strong! I promote independence, confidence and self- esteem to all my customers.”

Information about people was stored securely in the office, with restricted access to support confidentiality. People had been given information about what may be shared about them so they knew and understood this and also had information on how they could access records kept about them within the office. Staff wore identity badges within the working environments but people preferred for staff to be low key and not identifiable when supporting them in the community or within their homes, this was respected.

Is the service responsive?

Our findings

Yourway offered a supported living service to five people with personal care needs. This meant people were able to live in their own home or share with others. Personalised support plans based on people's unique health needs and aspirations was developed alongside them. Assessment and planning care included understanding the support people needed with their personal care, household tasks, tenancy, social and leisure activities and medication. Support was tailored to the individual. People were able to access the short breaks, Cook Club and The Studio facilities run by the organisation if they wished.

People received consistent personalised care, treatment and support. Staff comments included "Yourway is passionate about person-centred care." When Yourway agreed to support a person, an individual package was created. People and those that mattered to them, were actively involved in the whole process. Information was gathered through the person and those who knew them well. The assessment included the person's life story to date, their skills and their aspirations for their life ahead.

People were empowered to have choice and control over who provided their personal care. Staff understood some people had difficulty building relationships, time was taken to help match people and staff so they worked well together.

People and their families where appropriate were involved in planning their own care and making decisions about how their needs were met. Staff were skilled in supporting people to do this and assessing people's needs. Staff told us how they discussed ideas with people about what would make a positive difference in their daily lives and the support they needed to achieve these.

People had care plans which contained information about each person's needs and how they chose and preferred to be supported. People had guidelines in place to help ensure their individual care needs were met in a way they wanted and needed. Skills assessments were in place which recorded people's ability with personal care tasks and household chores for example using the vacuum cleaner and doing their washing. Care records were in a format people could understand and included information about people's strengths and abilities in their daily lives.

For example their dietary needs, education and employment needs and their social and well-being needs. People's identified goals and the outcomes they wanted to achieve were clear and regularly reviewed.

People were encouraged to express their views and be actively involved in making decisions about the care and support they received. Care plans were personalised and reflected people's wishes. For example there was information on "What makes a favourite day?" Staff got to know people through reading their care plans, working alongside experienced staff members and through the person themselves. Staff knew what was important to the people they supported such as their personal care needs and about people that mattered to them. This helped ensure the views and needs of the person concerned were documented and taken into account when care was planned.

There was a range of activities for people to access depending on their needs and choice. Although each person had their unique plans for college or sport there were group activities and short breaks available for people to choose from. Monthly newsletters kept people informed of what was on which included film making, walks, visits to castles, art exhibitions and much more. We saw photographs of people who had just returned from a hotel spa break. The service had "The Cook Club", people could access this service and develop their budgeting, meal planning and cooking skills. We visited this during a busy Christmas lunch party and saw people relaxed, happy and enjoying themselves. "The Studio" (an arts centre provided by the provider) was a vibrant, colourful arts and crafts centre where we met people who showed us their amazing art work and film making room. Many people were at The Studio during the inspection enjoying mince pies and a coffee and chat with staff after returning from a cinema trip. The studio was a friendly and fun place where people could socialise and create mosaics, paint, draw, make jewellery or felt creations. A health professional from the learning disability service commented "Work at The Studio reinforces what people can achieve."

We spoke with the activities organiser at the office who contacted and sourced a variety of opportunities and experiences for people to engage in to help them meet their social needs and individual dreams. The service aimed to "Support everyone to make real choices about what they learn and experience, promoting a

Is the service responsive?

person-centred and personalised approach.” We heard how one person who was visually impaired wanted to drive and Yourway enabled their dream to come true through an assimilated driving experience. Other activities and trips had included picnics, theatre visits, book club, yoga and celebrating annual occasions like fireworks night. One person had completed a community life skills project learning about fire awareness, they said “The project gave me a sense of respect, I’m glad I now know how to keep other people safe.”

People were supported to understand their right to complain if they were unhappy with any aspect of the service. We reviewed the questionnaires people had

completed and 100% of people said they knew what to do if they were not happy. The service had a policy and procedure in place for dealing with any concerns or complaints. There were no formal complaints. People and those who matter to them knew who to contact if they needed to raise a concern or make a complaint. People and relatives, who had raised minor issues concerns, had their issues dealt with straight away. For example the payment and invoicing system had recently changed following feedback from people and the service had put a limit on another person’s mileage charge as this is something which worried them.

Is the service well-led?

Our findings

The management took an active role within the running of the service and had good knowledge of the staff and the people who were supported by Yourway Support Services Limited. There were clear lines of responsibility and accountability within the management structure. The service had notified the Care Quality Commission (CQC) of all significant events which had occurred in line with their legal obligations.

People, their relatives, and staff all described the management of the home to be approachable, open and supportive. All comments and feedback we received were highly positive “Yourway wouldn’t be what it is today without “X” (the registered manager)”; “They do a really good job”; “I am very happy to be working with a company who are so passionate about person-centred care, they are forward thinking. The company puts their customers and staff first” and “I have worked for the company for five years and I have always been impressed with their attitude to myself...very honest.” The values of the leadership team underpinned all aspects of the service people received.

The registered manager told us their greatest achievement this year was supporting and enabling one person to attend the Special Olympics in America. Despite the challenges of the event, working alongside the person and the other organisations involved the person had returned home with a silver medal for Great Britain. This had a positive effect within the organisation and had lifted the team. Other great successes were the “Inspire” event where people held an evening showcasing their art work and animation work. Parents had attended and key professionals the organisation worked alongside. The service was looking for a larger venue for 2016 and considering setting up The Studio as a social enterprise. This would give people the opportunity to be part of the business and have the opportunity for employment. Another achievement had been one person’s design logo being chosen for the local Learning Disability Partnership Board. Their success was shared and celebrated by Yourway. Plans for Yourway also included considering diversifying the Cook Club and The Studio enabling other groups of people to access this facility.

The Operations Manager felt understanding the new CQC methodology and embedding the new Key Lines of Enquiry into practice, gathering the evidence for the inspection and

undertaking training on this with staff had been a success. We found staff understood and delivered good, compassionate care and the service was able to evidence how they were meeting the new regulations.

Staff told us they were encouraged and challenged to find new and creative ways to enhance the service they provided. Staff told us they felt empowered to have a voice, share their opinions and ideas, and question practice. Staff had a good understanding of whistleblowing procedures and told us they would not hesitate to raise concerns if they needed to. Despite a clear management structure, all staff felt equally important and valuable. We asked one staff member what they felt the service’s greatest achievements were “Getting established on social media, employing me – I have Aspergers and autism, I give them a better perspective, I’m the biggest positive.”

The service had a positive culture with a clear vision and a set of strong person centred values. The registered manager told us “We wanted to deliver a personalised service – we sit down with people...tell us what you want.” We observed throughout the inspection staff understood these values and consistently included them in their practice, people came first. Staff were proud of their contribution “I give a positive contribution to Yourway as its administrative assistant and that has helped them be one of the best, if not the best, providers of services to the learning disabled.” Yourway colleagues were able to nominate valued staff for recognition. Two staff nominated earlier in the year had colleagues comment “great team players.” These small touches made staff feel appreciated.

Person-centred work was at the heart of Yourway. The service believed it wasn’t just about an individualised approach and having a service which was flexible to people’s needs and suited them, but an ongoing process of continual monitoring, analysis and feedback to ensure the service adapted with individuals.

Staff meetings were regularly held to provide a forum for open communication, to enable staff to get together and offer support to each other. Staff team newsletters shared information about the Care Certificate, CQC changes and changes in legislation. Local updates such as the amalgamation of local health and social care staff were shared to keep staff abreast of local news. Service user group meetings were held and people’s suggestions listened too, for example people had mentioned staff had been using their mobile phones on duty, as a result of this

Is the service well-led?

feedback staff were reminded not to do this and at the next meeting, people commented there had been improvement. One to one feedback from people on all aspects of the service was regularly sought and staff and people's views listened to. Regular meetings with carers and families also supported the service to grow and develop.

Achieving a healthy work life balance was important for the organisation. A 24 hour free, confidential service was in place for employees to access should they need additional support in any areas of their lives.

The home worked in partnership with key organisations to support care provision. Yourway actively engaged with the local community to develop opportunities for people and to reduce stigma and discrimination. Feedback we reviewed was very complimentary from professionals who used the service.

The service encouraged staff to provide quality care and support. Staff told us they were happy in their work, understood what was expected of them and were motivated to provide and maintain a high standard of care. Many staff had worked for the company for several years, all shared how much they loved their jobs.

The registered manager promoted an open culture where positive, therapeutic relationships between staff and people were valued. The management team promoted the

ethos of honesty, learning from mistakes and admitted when things had gone wrong. This reflected the requirements of the duty of candour. The duty of candour is a legal obligation to act in an open and transparent way in relation to care and treatment.

There were effective, robust quality assurance processes in place to drive continuous improvement within the service. The service was committed to seeking feedback to improve the service. Audits were carried out in line with policies and procedures. For example spot checks monitored staff punctuality, appearance and checked care was being delivered with dignity and respect. Weekly manager reports were given from each package of care to monitor those who received 24 hour support. This ensured the registered manager and operations manager had a good oversight of care delivery.

The registered manager and operations manager were open to ideas for improvement and kept up to date with changing practice and legislation such as the new Care Certificate for staff. Close links were established with the local NHS and local authority and health and social care professionals. Local forums where best practice ideas were discussed were attended and information fed back to staff to improve the service. Advice and suggestions were listened too and embedded into practice. Creative ideas were encouraged internally to enable the service to respond and adapt to the local community.