

Northumberland County Council

Northumberland Supported Living Service

Inspection report

Sea Lodge
Beach Road
Morpeth
Northumberland
NE61 5LF

Tel: 01670862444

Website: www.northumberland.gov.uk

Date of inspection visit:

31 August 2022

Date of publication:

21 November 2022

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

| | |
|----------------------|--------------------------------|
| Is the service safe? | Inspected but not rated |
|----------------------|--------------------------------|

| | |
|--------------------------|--------------------------------|
| Is the service well-led? | Inspected but not rated |
|--------------------------|--------------------------------|

Summary of findings

Overall summary

About the service

Northumberland Supported Living Service provides care and support for people with a learning disability and autistic people living in a 'supported living' setting. At the time of this inspection two people were using the service.

People's experience of using this service and what we found

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

Right Support

Positive risk taking was encouraged and people were supported to access the local community.

Right Care

Staff sought advice from other healthcare professionals and attended joint meetings with those responsible for other aspects of people's care to help ensure people achieved positive outcomes.

Right Culture

Staff spoke positively about the people they supported. They explained about the importance of ensuring people received person centred care which met their needs.

We did not fully explore 'Right support, right care, right culture' at this inspection, this will be reported upon at our next inspection.

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

Rating at last inspection

The last rating for this service was good (published 10 January 2019).

Why we inspected

The inspection was carried out in response to concerns about management oversight at a provider level. A decision was made for us to inspect.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

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

Inspected but not rated

Is the service well-led?

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

Inspected but not rated

Northumberland Supported Living Service

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

This inspection was carried out by one inspector.

Service and service type

This service provides care and support to two people living in a 'supported living' setting, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

The provider was not asked to complete a Provider Information Return (PIR) in relation to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection

We spoke with the registered manager, a registered nurse and two support workers who were on duty during the inspection visit. We also looked at policies and documents relating to staff and the management of the service.

Is the service safe?

Our findings

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

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

Preventing and controlling infection

- The provider had taken steps to prevent the spreading of infections. The provider had put in place an infection control champion and guidance was shared with staff to help keep people safe.
- There were good stocks of the appropriate PPE available, and the staff we spoke with were knowledgeable about how to use it safely.
- The provider had kept up to date with changes to government guidance throughout the COVID-19 pandemic and their infection prevention and control policy was up to date.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the well-led key question at this inspection. We will assess the whole key question at the next comprehensive inspection of the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- There was a positive person-centred culture at the service.
- Staff spoke positively about the people they supported. They explained about the importance of ensuring both people received person centred care which met their needs. Positive risk taking was encouraged and people were supported to access the local community.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The management team and staff were clear about their roles and responsibilities.
- The registered manager carried out appropriate audits and checks, action was taken if any issues were identified.
- Staff felt the management team were visible and supported them well. They said there was an open-door approach to management, and they felt listened to. One staff member told us, "I can approach her [registered manager] about anything, professional or personal".

Continuous learning and improving care

- Lessons learned were shared with staff to help ensure timely action was taken to improve people's care.
- There was a system in place to ensure staff were trained, supervised and supported in their roles to meet people's needs.

Working in partnership with others

- The staff worked hard to build positive relationships with partner organisations.
- The staff sought advice from other healthcare professionals and attended joint meetings with those responsible for other aspects of people's care to help people achieve positive outcomes.