

Trevanion House Holidays Ltd

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Inspection report

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15 December 2016

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 1 August 2016. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to the question 'is the service safe?' You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Trevanion House Holidays Limited on our website at www.cqc.org.uk.

The service provides holidays for adults with learning disabilities. It is registered to provide accommodation and personal care for up to 14 people. The house can also accommodate a further seven guests who do not require personal care and/or support. Trevanion House is a detached house located within its own grounds on the outskirts of Wadebridge in Cornwall. The service has a fully licenced bar. Guests normally stay at the service for a week long holiday and are supported by staff to visit a wide variety of tourist destinations throughout Devon and Cornwall. In addition the service also arranges a small number of trips to the continent each year.

Guests who we met on the last day of their holiday consistently told us they had enjoyed their time at Trevanion House Holidays Limited. They said, "The staff are wonderful", "I am very happy" "I have had fun" and "I have had a nice holiday." There was a very pleasant and relaxed holiday atmosphere in the service. During our visit we observed frequent laughter and guests and staff sharing numerous jokes together.

Guests told us they had enjoyed a variety of activities both within the service and in the local community. Comments from guests included, "I have been out every day. I have had a really good week", "We had Christmas dinner on Sunday it was lovely", "I liked singing Elvis songs" and "There are fun things in the evening as well. We were well entertained." One of the organisations director's told us, "We are about promoting independence, fun and laughter" and it was clear from guests feedback that they had succeeded in this aim.

During our previous inspection we found that references were not available for all staff employed by the service. At this inspection we found staff files had been reviewed and where necessary additional references had been requested. The service had recruited two new members of staff since our previous inspection. Their staff records showed all necessary pre-employment checks, including Disclosure and Barring Service checks and reference reviews, had been completed prior to them starting work. This meant the service was no longer in breach of the requirements of the regulations.

Guests told us, "I do feel safe with the staff" and we found that staff understood their roles in relation to

keeping people safe from any identified risk or avoidable harm. The service had systems in place to manage risks and records showed all accidents, incidents and near misses had been fully investigated.

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 was safe. Recruitment procedures were safe. References had been requested from previous employers for all staff.

Staff understood the service's safeguarding and emergency procedures.

Risks had been appropriately managed and any incidents that occurred were fully investigated.

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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 focused inspection took place on 15 December 2015 and was announced to ensure guests would be available during the inspection process. The inspection team consisted of one adult social care inspector.

A comprehensive inspection of the service was completed on 1 August 2016 when it was found to be good overall but require improvement in relation to the 'Is the service safe?' question. One breach of regulation in relation to the service's recruitment practices was identified during that inspection. This focused inspection was completed to check that improvements had been made to address this concern.

Prior to the inspection we reviewed the information we held about the service, the service's previous inspection report and associated action plan.

During the inspection we met and spoke with six people who were staying at Trevanion House, two members of care staff, the registered manager and two directors. We also inspected a range of records. These included four staff files, training records, staff duty rotas, meeting minutes and the services policies and procedures.

Is the service safe?

Our findings

During our previous inspection in August 2016 we found inconsistency in the availability of references for people employed by the service. Staff files did not always include references from their previous employers. This was a breach of the requirements of regulation 19.

At this inspection we reviewed a sample of staff files, including the records for two staff recruited since our previous inspection. Two references had been requested and received for both recently appointed members of staff. An audit of existing files had been completed by the registered manager and, where information from previous employers was missing, additional references had been requested. On the day of this inspection we found two references were available in all of the staff files we examined. This meant the service was no longer in breach of the requirements of regulation 19.

The provider's recruitment policy had been reviewed and updated since our previous inspection. This policy now stated that two references would, in future, be required for all roles with the possible exception of kitchen assistants.

Staff records showed disclosure and barring service checks, including adults first checks, had been completed for all staff before they were employed by the service. This meant people were protected from the risks associated with being supported by unsuitable staff as all necessary checks had been completed.

People told us they felt safe and well cared for at Trevanion House. Their comments included, "They have been looking after me well", "I do feel safe with the staff" and "The staff are nice people. They look after us well"

Staff told us, "People are safe" and were able to explain how they would act to help ensure people were protected from abuse or avoidable harm. Posters in the staff room included contact details of local safeguarding authorities and staff told us, "We have a folder downstairs with the safeguarding information and all the numbers in it." This folder included flow diagrams explaining the safeguarding process and up to date contact telephone numbers.

Risk assessments were completed as part of each guest's pre-arrival assessments. These assessments were updated where necessary with any additional information gathered during the guests stay. Each staff member was provided with a weekly briefing note on guests needs that included information about specific risks where appropriate. Staff told us, "We have briefing notes that tell us about people's needs." In addition kitchen staff were also provided with guidance on any risks associated with guests dietary needs.

Where accidents, incidents or near misses occurred either within the service, or while visiting local attractions, they were documented and fully investigated. Where these investigations identified additional areas of risk appropriate action was taken and assessments updated accordingly.

Everyone told us they felt safe in the service and while being supported to engage with activities in the local

community. Overnight there were two staff members available to provide support. People used the service's phone system to request assistance if required. Most people told us this system worked well and their comments included, "They look after you at night if you are not feeling well" and "Just pick up the phone at night and they come to help." However, one person said they had been unable to reach their telephone from bed and that this had made it more difficult to request support from their room. We discussed this comment with the registered manager who agreed to ensure all telephones were positioned within reach.

Each week, during the welcome meeting, Personal Emergency Evacuation plans were developed for each guest. These documents provided staff with clear guidance on the support each person would need in the event of an emergency. A copy of this information was stored at the service ready for immediate use if required. The service's emergency plans were comprehensive and staff were able to describe in detail the actions to be taken to protect people in the event of a fire. In addition, to further ensure the safety of guests in the event of a significant incident the service had reached a mutual support agreement with another local care provider.

There were sufficient staff available to meet guest's care and support needs. Staff duty rosters showed that staffing levels varied depending on guest's care needs and the activities they planned to engage with.

There were safe systems in place to support people to manage both their medicines and finances while on holiday.