

Enhanceable

# EnhanceAble Space

## 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?	Outstanding ☆
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

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.

### About the service

EnhanceAble Space is a respite care service that offers support and activities during the day and accommodation overnight. It provides accommodation, personal care and support services for up to four people a day with learning disabilities and autistic people. There were four people receiving day-care services and of those people, three were receiving overnight accommodation at the home on the day we visited.

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

#### Right Support

Staff supported people to have the maximum possible choice, control and independence, be independent and they had control over their own lives. Relatives were consistently positive about staff focus on initial assessments to gain an understanding of their loved ones needs and how the persons transition into using the respite service was individually tailored. We were told of a number of examples of positive impact for people following the innovative assessment and transition process completed by the service. A social care professional told us, "Staff knew service users well, this was supported by transition planning in advance of the service formally commencing." Another health professional said, "They treat the individual as an adult and they really get to know the person and not only their needs but what is important to them." For example, a person who experienced episodes of distress had received support to engage with EnhanceAble Space and activities, this resulted in them further developing their confidence to try new things. A social care professional said, "This young person was able to realise meaningful, robust and consistent support for the first time in a considerable time". People were supported by staff to pursue their interests. Observations during the inspection confirmed staff respected and acknowledged people's choice of activity and a variety of activities were observed during the day. A health professional told us on their last visit, "Staff were engaging well with the young people they were supporting, there was active engagement with service user's participation encouraged. The feel of the house was relaxed, service users looked relaxed in the space." The service gave people care and support in a safe, clean, well equipped, well-furnished and well-maintained environment. This met their sensory and physical needs, while making it feel homely.

#### Right Care

People received kind and compassionate care. Staff protected and respected people's privacy and dignity. They understood and responded to their individual needs with genuine regard for the person. Staff promoted equality and diversity in their support for people. Staff took the time to understand people's individual communication styles and ensured people had access to tools they needed to be involved in decision making. Observations confirmed people were supported by a range of communication tools

dependent on their individual needs. Staff understood people's cultural needs and provided culturally appropriate care. Staff understood how to protect people from poor care and abuse. The service worked well with other agencies to do so. Staff had training on how to recognise and report abuse and they knew how to apply it. One person and relatives told us they felt safe. Relatives spoke of their confidence in the service keeping loved ones safe, one said, "It's a vital service, I'm so grateful to EnhanceAble Space our young people's welfare is important to them".

#### Right culture

Staff placed people's wishes, needs and rights at the heart of everything they did. The registered manager and staff recognised the importance of understanding people's specific needs. This was supported by an open learning culture which ensured people received individualised respite support which focussed on positive outcomes and people's strengths. People and those important to them, were involved in planning their care. Staff knew and understood people well and were responsive, supporting their aspirations to live a quality life of their choosing. We saw staff fully involving people with activities and tasks of their choosing. People's quality of life was enhanced by the service's culture of improvement and inclusivity. People led inclusive and empowered lives because of the ethos, values, attitudes and behaviours of the management and staff. Relatives and professionals provided consistently positive feedback about the registered manager and staff skills and valued the services open communication. Staff evaluated the quality of support provided to people, involving the person, their families and other professionals as appropriate. One social care professional told us, "I find the communication from managers and staff to be excellent. They are very consistent in communication, being very accurate, clear and concise. I work with many support providers and would say the communication and liaison is one of the best I encounter."

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

#### Rating at last inspection

This service was registered with us 18 April 2019 and this is the first inspection.

#### Why we inspected

We undertook this inspection to assess that the service is applying the principles of Right support, right care, right culture. This was a planned first inspection following registration with the Care Quality Commission (CQC).

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## 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.

Details are in our safe findings below.

### Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

### Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below

### Is the service responsive?

Outstanding ☆

The service was exceptionally responsive.

Details are in our responsive findings below.

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

# EnhanceAble Space

## 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 Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

One Inspector carried out the inspection

#### Service and service type

EnhanceAble Space is a respite care service registered with CQC as a "care home". People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. EnhanceAble Space is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. 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.

#### Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because the service is small and people are often out and we wanted to be sure there would be people at home to speak with us and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider

sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

#### During the inspection

We spoke/communicated with three people who used the service and three relatives about their experience of the care provided. People who were unable to talk with us used different ways of communicating including pictures, photos, symbols, objects and their body language. We spoke with four members of staff including the registered manager, senior support worker and two support workers. We spent time observing the support and communication between people and staff in shared areas of the house.

We reviewed a range of records. This included three people's care records and two medication records. We looked at three staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We spoke with four professionals who regularly have contact with the service.

# Is the service safe?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were kept safe from avoidable harm because staff knew them well and understood how to protect them from abuse. The service worked well with other agencies to do so. A social care professional who had regular contact with some people using the respite service told us, "From my perspective I have total confidence that people are safe and well supported at Space". We saw a staff member providing support and advice to a person about how to manage the risks from unsolicited messages they had received on their hand-held electronic device.
- Relatives consistently told us people were safe. One told us, "I know I can leave my loved one safely in their hands". Another relative confirmed how the registered manager and staff had worked with them and said they were, "100% confident Space kept their [loved one] safe".
- Staff had training on how to recognise and report abuse and they knew how to apply it. Staff we spoke with confirmed their safeguarding knowledge. Their comments included, "Safeguarding was about being aware of incidents which could be safeguarding," and gave examples, "Medication errors or falls which need to be reported". Staff were able to describe how they responded to concerns and this included reporting this to their manager and keeping appropriate records. It was evident the provider operated an effective safeguarding system which ensured people were kept safe from avoidable harm.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People, including those unable to make decisions for themselves, had as much freedom, choice and control over their lives as possible because staff managed risks to minimise restrictions. Staff had completed detailed risk assessments with people. People received support from staff who understood risks identified in support and risk plans. One person had been noted as requiring staff support to eat safely. We observed them choosing where they wanted to eat their meal and receiving their support sensitively, with choices being acknowledged in accordance with the assessment. This ensured the person received support to minimise risks in a manner which ensured choice and control was maintained.
- Staff assessed people's sensory needs and did their best to meet them. Staff we spoke with were knowledgeable about the sensory needs of people. One staff member told us how they supported a person when they were distressed, "I know what to look for...depending on the person and what supports them, we will offer a quiet area to listen to music or to be listened to."
- The service helped keep people safe through formal and informal sharing of information about risks. Professionals consistently provided positive feedback about how risks have been managed safely. One health professional told us how the service had responded to managing health risks, "I feel staff have appropriate knowledge and skills, and when they don't, they will acknowledge and will seek to gain them; for example on matters of diabetes management and separately sleep management". This provided assurance risks to people were being assessed, monitored and managed effectively.

- Relatives provided positive feedback about how staff had met people's needs. Relatives told us, "They support my [loved one] absolutely brilliantly." Another told us how the registered manager had supported their loved one to manage risks, "They constantly update risk assessments and share plans of actions".
- Staff managed the safety of the living environment and equipment in it well through checks and action to minimise risk. For example, the registered manager told us about recent work to look at potential causes of bruising for one person and told us, how this has led to a review of the equipment. They said, "We have asked for professional advice on the safety for one person using the bath... we were completing an environmental risk assessment and picked up on a potentially unsafe moving and handling process, so we have minimised risk by using the shower at the moment. We've learned a lesson from that."
- The registered manager shared with us how incidents are discussed by staff and how this impacted on staff practice, "We use the communication book to share knowledge." Staff were positive about how incidents were managed, "We review our approach and discuss things in handover." Records confirmed this open and transparent approach to learning from incidents.

### Staffing and recruitment

- The service had enough staff, including for one-to-one support for people to take part in activities and visits. "Space" was a respite service which provided support to a number of people who primarily lived with their families. The service managed staffing levels in accordance with the individual assessed needs of people. One professional told us, "Throughout the pandemic they continued to offer a robust service (complying to Covid restrictions) and were very willing to be flexible and meet carers respite needs, often at very short notice, which has involved drafting in more staff not scheduled to work." They went on to share an example when the service was able, "To provide support to a young man when his mother was taken very ill."
- The registered manager had assessed staffing requirements in relation to ensuring these were maintained at safe levels. They told us of recruitment challenges they were working through and provided details of contingency measures which included the registered manager providing direct support when needed.
- People were supported by staff who had been recruited and inducted safely. Staff knew how to take into account people's individual needs, wishes and goals. Relatives spoke positively about how the registered manager deployed staff, "The [Registered manager] makes sure it's staff who know them well and shared information with staff well." One relative spoke positively about the EnhanceAble Space's policy which ensured people received support from same gender staff members.
- Observations of staff provided assurance of their knowledge and skills supporting people with their communication needs and using agreed techniques. For example, one person was observed engaged in sensory activity in the garden and staff used objects of reference along with signs and gestures which supported them to interact positively with an activity they clearly enjoyed.

### Using medicines safely

- People could take their medicines in private when appropriate and safe. People's medicine support had been individually assessed. Assessments included information relating to where there were difficulties in communicating, and when medicines were given covertly. Some people had prescribed medicines to use 'as required' in the event of a health emergency. There were detailed protocols for staff to follow when administering these medicines, which were regularly reviewed.
- Staff supported people with their medicines in a way that promoted their independence and achieved the best possible health outcome. We observed several staff supporting people to take their medicines in a person-centred manner demonstrating a recognition of their individual needs. For example, one person who was known to become excited taking medicines was supported to remain calm by staff.
- The service ensured people's behaviour was not controlled by excessive and inappropriate use of medicines. Staff understood and implemented the principles of STOMP (stopping over-medication of



people with a learning disability, autism or both) and ensured that people's medicines were reviewed by prescribers in line with these principles.

- People were supported by staff who were trained and followed systems and processes to prescribe, administer, record and store medicines safely. We observed staff supporting people with medicines. Staff gently explained what the medicine was for and provided sensitive support which respected people's privacy and choices.

#### Preventing and controlling infection

- The service's infection prevention and control policy was up to date and kept under review to ensure it remained compliant with current guidance.

- The service used effective infection, prevention and control measures to keep people safe, and staff supported people to follow them. The service had good arrangements to keep premises clean and hygienic.

- Staff followed shielding and social distancing rules. Relatives consistently told us how the registered manager had maintained communication with them through the pandemic, "The registered manager would ring or email and had a Covid 19 risk assessment in place."

- Staff used personal protective equipment (PPE) effectively and safely.

- The service made sure that infection outbreaks could be effectively prevented or managed. It had plans to alert other agencies to concerns affecting people's health and wellbeing.

- All relevant staff had completed food hygiene training and followed correct procedures for preparing and storing food.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law;

- People had support plans which reflected a good understanding of people's needs, including relevant assessments of people's communication support. Plans included, information relating to how the person communicated when happy, distressed or in pain. Staff told us, "We read people's care plans, this gives us the knowledge about who likes space who likes being touched. It's about getting to know people. We share our knowledge with the team." Staff and relatives described how people's support plans continued to evolve. One relative said, "The registered manager is very good at ensuring staff understand [persons] needs and their care plan. For example, we have a food diary which goes backwards and forwards detailing what meals they had."
- Staff knew people well and records included details of how to support people to make choices. For example, to be aware to not offer too many choices at one time. This ensured people received effective support to make day to day decisions. Professionals who spoke with us have been consistently positive about the quality of support people received. One health professional said, "They always put their service users' needs and safety first. I have witnessed them being more than accommodating over the years."
- Staff understood and recognised people's sensory needs. We observed staff empowering people to manage their sensory needs. For example, for one person this meant spending some time in the sensory cabin to relax with music. Staff worked with them in a sensitive manner. In addition, we observed staff supporting people with communication needs, this included staff ensuring people had access to individual support strategies to help manage what was happening next in their day.
- People, those important to them and staff reviewed plans regularly together. Relatives spoke of the importance of ensuring reviews and changes were communicated effectively between the family and Space. One told us, "This is a respite service we are tapping into and it's vital we share knowledge with each other effectively." Several spoke of formal reviews which the registered manager took part in and spoke positively about the regular contact they had via phone or email with the service.

Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- People had health actions plans/ health passports which were used by health and social care professionals to support them in the way they needed and were supported to access healthcare services. One relative referring to how the staff supported a person with a health concern told us, "They found an infection and took action straightaway and they called me to let me know." Records confirmed staff ensured people were supported to access healthcare support when required.
- People had comprehensive support plans which included relevant information to support the person with maintaining and improving their health and wellbeing this included oral health care. Staff communicated

effectively with relatives and health professionals this ensured people received consistent support in a timely manner. Relatives praised the way staff had communicated any health concerns with them.

- Staff from different disciplines worked together as a team to benefit people. They supported each other to make sure people had no gaps in their care. A health professional told us, "Staff support clinical appointments well and listen to and respond to recommendations and advice. They work well in partnership with many members of the multi-disciplinary team. We always feel confident that service users will be well supported at Space."

Staff support: induction, training, skills and experience

- People were supported by staff who had received relevant and good quality training in evidence-based practice. This included training in the wide range of strengths and impairments people with a learning disability and or autistic people may have, mental health needs, communication tools, positive behaviour support, and restrictive interventions. Relatives were consistently positive about staff skills and training, "They absolutely know what they are doing, they're not fazed by anything they know what to look for they are certainly on the ball I'm very impressed." The registered manager told us how they were qualified to deliver medicines and epilepsy training, and this ensured people received support from experienced, trained staff.
- The service checked staff's competency to ensure they understood and applied training and best practice. The registered manager told us how staff medicine competency was assessed to develop staff skills. This provided assurance the service was supporting staff to develop their skills and maintain best practice. One professional told us, "The registered manager has addressed issues pro-actively and there is a very hands on approach from managers in supporting staff to understand and deliver support, to be appropriately trained and develop their knowledge and skills."
- New staff received support in the form of induction, continual supervision and appraisal. Staff spoke about how they had been supported into their role which included regular meetings with the registered manager. Staff were consistently positive about the support they received, and their comments included, "I love working here. it feels like everybody is part of a good team. Supervisions are good and we see the registered manager most days," and "The registered manager is very approachable we can go to them and speak to them, it's a very caring company very good training and they're on top of training."

Supporting people to eat and drink enough to maintain a balanced diet

- Staff supported people to be involved in preparing and cooking their own meals in their preferred way. We observed one person preparing food with staff support. One person told us they enjoyed the food and enjoyed baking. We saw staff supporting people with various meal options during a mealtime which was flexible and not rushed.
- People with complex needs received support to eat and drink in a way that met their personal preferences as far as possible. A person who had specific dietary needs was supported by staff who acknowledged their needs which included the need to eat meals in a quieter area of the house. This provided assurance staff were effectively supporting people with specific nutritional needs.
- The service worked well to support people to manage specific nutritional risks. A health professional told us, "[Registered manager] is an exceptional manager who uses their extensive experience and expertise to develop staff and to identify, manage and mitigate risks. From my experience they have always worked hard to implement eating and drinking plans to manage risks around dysphagia and choking."

Adapting service, design, decoration to meet people's needs

- People's care and support was provided in a safe, clean, well equipped, well-furnished and well-maintained environment which met people's sensory and physical needs. In addition to bedrooms people could access a variety of shared living spaces which included a sensory cabin in the garden. We saw one

person using the sensory cabin with staff support and another person participating in activities in the accessible garden.

- The interior and decoration of the sensory cabin was adapted in line with good practice to meet people's sensory needs. For example, included a choice of lighting, sounds and noise reducing furnishings and materials.
- The service had been equipped to support people's mobility needs and had been decorated in a personalised manner. People stayed for regular respite in bedrooms which had been themed including woodland and jungle themed rooms.

#### Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (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.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- Staff demonstrated best practice around assessing mental capacity, supporting decision-making and best interest decision-making. Staff knew about people's capacity to make decisions through verbal or non-verbal means and this was well documented. Records confirmed capacity assessments had been completed and people and those important to them were involved in best interest meetings.
- People were supported by staff to be involved in decision making. A social care professional told us, "They adopt a very inclusive approach and fully involve individuals in conversations, planning and delivery of support."

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People received kind and compassionate care from staff who used positive, respectful language which people understood and responded well to. When asked about staff people were consistently positive, one person said, "They are nice staff, they are very friendly". We saw staff engaged in conversations with people in a relaxed and natural manner. Staff consistently demonstrated warmth and respect and described how they had developed connections with people. Relatives spoke positively about how caring the staff were examples included, "They appear interested they go the extra mile they're always excellent.," and "Some staff have been there a long time they are just lovely."
- People felt valued by staff who showed genuine interest in their well-being and quality of life. We observed staff taking time to talk with people and engage in their interests with real enthusiasm. We saw a staff member fully involved with a person engaged in baking, they were smiling, enjoying good humour with the person and the result was a cake the person spoke proudly of. Staff were consistently positive, one told us, "I love caring for people, making a difference to people's lives."
- Professionals provided consistently positive feedback, one told us EnhanceAble Space provided, "Consistently high standards of care and support, combined with their person-centred thinking, approaches and delivery."

Supporting people to express their views and be involved in making decisions about their care

- People were enabled to make choices for themselves and staff ensured they had the information they needed. Staff took the time to understand people's individual communication styles and ensured people had access to tools they needed to be involved in decision making. We observed staff supporting people to make decisions throughout the day, areas included a variety of sensory activities individually tailored to people's specific needs.
- People and those important to them took part in planning and making decisions about their support. Relatives confirmed this. One said, "[The person] communicates their wishes well to those who know them well". We observed staff respecting the choices people made.
- Staff respected people's choices and wherever possible, accommodated their wishes, including those relevant to protected characteristics e.g. due to cultural or religious preferences. The registered manager and staff spoke of an example of how they respected a person's religious and cultural needs by ensuring food they supplied met Halal requirements.

Respecting and promoting people's privacy, dignity and independence

- Staff knew when people needed their space and privacy and respected this. We saw staff providing support to people directly when needed and discreetly observing people to ensure they remained available

to people if they were needed. Staff demonstrated respect and sensitivity when offering support with personal care. Peoples care records provided assurance staff promoted dignity and privacy.

- People were encouraged to do as much for themselves as possible. For example, a person prepared food while staff provided support. Relatives told us about activities staff supported people with and records confirmed this. One relative told us, " The staff will take pictures and email them to me I have a photographic record of activities, for example waterplay or trampolines they are very good that's not part of normal they go over and above."

- People had the opportunity to try new experiences, develop new skills and gain independence. The registered manager and staff described how they had worked with people to help develop skills and confidence. Professionals confirmed this one told us, " The manager and staff have always demonstrated their person-centred approach to working with people and to think outside of the box to realise meaningful solutions and opportunities for individuals."

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated outstanding. This meant services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Staff used innovative and personalised ways to introduce people to EnhanceAble Space respite service. They provided people with personalised, proactive and co-ordinated support in line with their communication plans, sensory assessment and support plans. For example, the service had supported an autistic person whose initial assessment had identified they would need gentle support to begin the transition to using the service. The registered manager spoke of the assessment process and transition plan and told us, "Initially it might be enough for them to come to the front door and the next visit to maybe see the door open with welcoming smiles from staff ... we build up people's confidence... and for them to see we are fun to be around." As part of their assessment the registered manager and staff had identified this person had an interest in specific comic characters and to support introductions were in the process of sending the person a themed card from all the staff introducing the team. The registered manager told us how they had also purchased a comic character outfit for staff to wear to further support the person to manage the transition to coming into the service for respite. The service placed a great emphasis on the assessment process, involved key stakeholders and this ensured staff had key information relating to the person from the beginning of their contact. Following the inspection, this person had successfully transitioned from short visits to the service to having overnight stays. This was an example of how the service went over and above to assess and support people with their individual needs and preferences which ensured any distress for the person was minimised.
- Relatives were consistently positive about how the staff worked with their loved ones. One told us, "They've worked with {person} absolutely brilliantly and I can't fault them." Another relative spoke of their confidence in staff skills to support their loved one with their specific needs, "The more they work with [the person] the more they know, they adapt there's never been any issues they realise autism is a wide spectrum and I put my faith in them completely." Staff were skilled and supported people with confidence and demonstrated clear consistent communication throughout our inspection. This consistency resulted in people being confident to make their choices and decisions. For one person, the service had supported them with their tendency to say yes to things before full consideration of the choices before them. As a result of this support this person was confident and empowered to have their voice and preferences heard.
- Several health and social care professionals told us the service provided exceptional person-centred support which met people's needs and spoke of how the service adapted to meet individual needs. One said, "They are prepared to make changes in physical aspects of the building and layout, staffing and routines to ensure support works from the individual's perspective." They provided another example, "This was demonstrated with a young person who had needs that challenge others. The Space managers and staff worked closely with others to create a meaningful phased transition into the Space service. This young

person was able to realise meaningful, robust and consistent support for the first time in a considerable time. This resulted in a young person with very challenging needs being safely supported but having space (excuse the pun) to be themselves and to develop." This person had been introduced to EnhanceAble Space as someone who had very complex needs and initially, they were supported by staff with activities outside of the service. Staff had a very clear understanding of the need to develop engagement gradually and this had resulted in the person being able to use the respite service with minimal distress this was evidenced by a noted reduction in the person's need for medicines to support with anxiety.

- Another health professional told us the service was, "Exceptionally responsive to clinical needs and subsequent communication with and referral to our specialist healthcare team for support." People's records confirmed the planning and assessment process which had been completed. One social care professional said, "They will endeavour to facilitate support for an individual and will be innovative and creative in their planning and delivery."

## Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- Staff offered choices tailored to individual people using a communication method appropriate to that person. We observed staff using different approaches with different people, all were relevant and reflected in support plans. For example, staff used picture supports with one person which included "Now, Then and Next". This is an Alternative Augmentative Communication (AAC) resource which supports people to visualise what was happening throughout the day. This meant the person was able to understand and communicate with staff and decide what activity they wanted to take part in.
- There were visual structures, including objects, photographs and use of gestures which helped people know what was likely to happen during the day and who would be supporting them. For example, plans identified a person's gestures and what they meant. We saw staff's understanding of these in practice.
- Staff had good awareness, skills and understanding of individual communication needs, they knew how to facilitate communication and when people were trying to tell them something. One staff member spoke of how they recognised how a person was feeling from the gestures and sounds they made. They told us, "[Person] smiles when happy and makes grumpy noises to tell you how they are feeling. I do love [persons] quirky ways they can communicate, their great smile means so much."
- People had individual communication plans that detailed effective and preferred methods of communication, including the approach to use for different situations. During the inspection people and staff were engaged in various activities for example, sensory activities, baking and using an electronic handheld device. Each person's communication preferences were met which meant that people with a range of needs were supported to participate in activities.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were supported by staff to try new things and to develop their skills. The registered manager and staff worked closely with people, relatives and professionals to identify interests and activities which supported people to develop confidence and skills. They had supported one young person to develop their confidence, the registered manager told us "Person didn't want to engage with activities when they first met them but over time with the right support their confidence has grown." We saw recent photographs of this person supported by staff positively engaged in a variety of activities relevant to them.



- Staff empowered people to be active citizens and have equal rights in their local and wider community. Staff and the registered manager spoke of how people and the service were involved in the Queens Jubilee street party which the local community was planning. The registered manager told us, "Initially when we moved here the neighbours were not sure about us, there were some concerns about us, but we've been going out there every day getting on with life being polite and smiling and saying hello. We worked to engage with the community and it's great that we're going to be involved with the street party."
- Relatives told us how the registered manager and staff responded flexibly to ensure their loved one received consistent support and maintain relationships. One relative spoke of how the service had adapted to support the person when they had been unwell which had resulted in staff providing support at the family home. They appreciated how staff had, "Stepped up big time" to help the family manage at the time.

#### Improving care quality in response to complaints or concerns

- People, and those important to them, could raise concerns and complaints easily and staff supported them to do so. One relative spoke of the registered managers approach to dealing with concerns, "Any complaints I have the manager deals with brilliantly. The lines of communication are brilliant". Relatives consistently told us they appreciated the open, transparent approach from the registered manager. Several relatives had told us of their concerns about the regular availability of respite stays as the service was very popular. The registered manager continued to engage with relatives and told us, "As the demand for respite has increased across the board the way we meet these challenges is by being very clear from the start about where we can offer set days but that this is not always possible." They went on to provide an example of how they had managed one of these challenges where they worked with a person and their relatives creatively which resulted in the person receiving support both within the service and at their family home.

#### End of life care and support

- The service met the needs people using the service and had considered future needs and preferences. Staff were not currently providing end of life support, however, records confirmed they had considered peoples preferences should they be required.

# 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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- The provider kept up to date with national policy to inform improvements to the service. The registered manager had considered guidance including the principles of Right support, right care, right culture. They told us how this had impacted on their work, "It's about being person centred" and went on to describe what this meant to the service. "For us much of a person's initial assessment is based on relatives' views and professional's knowledge". They went on to explain how they and staff sought further understanding about people through observations and working with people. The service had a strong person-centred culture which truly valued and promoted people's individuality and enabled them to flourish. Relatives and professionals have consistently told us how the service treated the young people they supported as adults. One professional said, "Parents will always report on specific staff members who go out of their way to treat their young adult, as such- an adult. They do not seek to belittle or talk down in a condescending way, which they are really appreciative of."
- Managers worked directly with people and led by example. Throughout the inspection we observed the registered manager working with people in a skilful and relaxed manner. They had a good understanding of people's needs and were able to provide direct guidance and reassurance to staff. Staff and relative's spoke highly of the registered manager. One relative said, "I was a bit wary of the manager when she first started but she's been outstanding I cannot fault her. I need that feeling of security as a parent, I didn't trust anyone with [my loved one], the manager really instilled a feeling of security and trust".
- Staff felt respected, supported and valued by senior staff which supported a positive and improvement-driven culture. One staff member told us, "The manager is fantastic, we can chat through any difficulties". Another staff member spoke of how the registered manager ensured they shared relevant information about people's visits which ensured staff had an appropriate amount of detail to begin to support the person.
- Professionals have consistently spoken highly of the service and registered manager. One said, "I have had very positive experiences with the service throughout the time the current manager has been in post. I have confidence in the service, and feel the team are genuinely working to improve the lives of the young people and their families accessing their service." And another told us, "The manager and staff have demonstrated that they are committed and apply very person-centred thinking and approaches to supporting individuals develop and progress on their pathway to Adulthood."
- The provider invested sufficiently in the service, embracing change and delivering improvements. Following a recent review of fire safety arrangements for some doors in the service the provider had commissioned improvements to support safety whilst considering and respecting the independence and privacy of those using the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager had the skills, knowledge and experience to perform their role and a clear understanding of people's needs and oversight of the services they managed. The registered manager had been in post at EnhanceAble Space for several years. This was the first inspection at the current location. The registered manager actively supported staff training and spoke of the courses they delivered within the service and the organisation which ensured they could tailor training to meet the needs of individuals using the service.
- Staff were able to explain their role in respect of individual people without having to refer to documentation and understood the provider's vision and values and how to apply them in their work. One staff member told us, "The best thing about working here is the people. We make people feel at home empowered and in control of their lives, for example we give people choices not everyone fits in one box. The team recognises each individual has a tailored plan".
- Governance processes were robust and helped to hold staff to account, keep people safe, protect people's rights and provide good quality care and support. The registered manager and staff carried out a variety of audits which included health and safety, staff performance and reviews of people's records. Any actions resulting from these audits formed part of a Continuous Improvement plan on which the registered manager reported monthly to their line manager. It was evident from records reviewed actions were being managed effectively.
- The registered manager was aware of their responsibilities to notify CQC of significant events for example safeguarding allegations and serious injuries. Staff gave honest information and suitable support, and applied duty of candour where appropriate. The registered manager ensured staff meetings included opportunities for staff to reflect and learn from practice. This provided assurance the quality of the service was being monitored.
- The service operated an open and transparent approach and apologised to people, and those important to them, when things went wrong. Relatives and professionals consistently described the registered manager and staff as open and approachable. One relative told us, "They are very professional and we have email and telephone contact regularly to discuss things". A health professional told us, "I find the manager to be communicative and will acknowledge when an error has been made, (for example a service user lost an item of clothing whilst staying at the service) and how this will be addressed/learnt from."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The provider sought feedback from people and those important to them and used the feedback to develop the service. Relatives told us the provider asked them to complete regular questionnaires. One relative spoke of how they had completed a survey and fed back how the staff had, "Absolutely nailed care and support for their loved one" and was able to express directly with the registered manager about the impact of some staff leaving the care sector.
- The service worked well in partnership with health and social care organisations, which helped to give people using the service a voice and improved their wellbeing. One visiting professional said, "They demonstrate very flexible and innovative thinking and approaches to making support meaningful, achievable and work from the individual's perspective." And, "They adopt a very inclusive approach and fully involve individuals in conversations, planning and delivery of support."