

Mr Robert Francis Webster

45 Watson Road

Inspection report

South Shore
Blackpool
Lancashire
FY4 2DB

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
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

The care home can accommodate 6 people in one adapted building. The home has 6 single bedrooms. Communal space comprised of a lounge and kitchen/dining room located on the ground floor. Off street parking is available for people visiting the home. At the time of our inspection visit there were 5 people who lived at the home.

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

Right Support:

The service supported people to have choices and promoted their independence. This is a small family run home however staff had completed training to ensure they understood the meaning of the service they provide. People were supported to pursue their interests whilst living at 45 Watson Road. One person said, "I love to go shopping with [staff member]." People were encouraged to have maximum choice and control of their lives. The provider and staff helped them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. People's medication was managed by staff who had received competency training.

Right Care:

People received kind and compassionate care from the provider, and small staff team. The provider was knowledgeable about people's preferences, communication and aspirations. One person said, "We are one family." The provider and staff protected and respected people's privacy and dignity. They spoke about people with respect and were knowledgeable about people who lived at the home. Staff understood how to protect people from poor care and abuse. No new staff had been recruited and the home was run as a family home. Where appropriate, the provider and staff encouraged and enabled people to take positive risks and live an independent life as possible.

Right Culture:

The service promoted person-centred care involving people who used the service and their families. People led inclusive and empowered lives because of the ethos, values, attitudes and behaviours of the provider and small staff team. People were involved in planning their care. The provider evaluated the quality of support provided to people. This involved the person, their families and other professionals as appropriate. Staff ensured risks of a closed culture were minimised, so people received support based on transparency and respect. The provider had a formal and informal range of systems to monitor the quality of the service and drive improvements.

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

Rating at last inspection

The service was rated good on the 16 February 2018

Why we inspected

We carried out this inspection due to the length of time since the last inspection.

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.

<p>Is the service safe?</p> <p>The service was safe.</p> <p>Details are in our safe findings below</p>	<p>Good ●</p>
<p>Is the service well-led?</p> <p>The service was well-led.</p> <p>Details are in our well-Led findings below</p>	<p>Good ●</p>

45 Watson Road

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

The inspection was carried out by 1 inspector.

Service and service type

45 Watson Road is 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. 45 Watson Road is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

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

Notice of inspection

This was a small family run home, so we gave the service 24 hours' notice of the inspection. This was because we needed to be sure that the provider would be available to support the inspection.

What we did before the inspection

We reviewed information we had received about the service since their registration. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 5 people who lived at the home, the provider and 1 staff member. We looked at a range of records. These included 2 people's care records, fire and maintenance records and audits 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 the last inspection this key question was rated as good. At this inspection, this key question remains the same. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- There were no new staff employed. Procedures remained robust as of the previous inspection.
- This was a family run home with family members and small staff team who provided the staffing levels as of the previous inspection. This was sufficient to support people.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and their human rights were respected and upheld. Safeguarding systems were in place.
- Staff had received training about how to protect people from abuse. Written evidence showed training around safeguarding guidance was updated.

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

- People had individual risk assessments in place which covered a variety of risks and care plans detailed how staff could reduce risk for them whilst encouraging their independence.
- Health and safety checks were regularly carried out on the building, environment and equipment. Emergency evacuation plans were in place which included the level of support each person needed in the event of fire.
- A system of recording accidents and incidents was in place. However, no incidents had happened since the previous inspection.

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 MCA 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 Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- The service was working within the principles of the MCA.
- The provider and staff gave people choices and respected their decisions. Where people lacked capacity for any specific decisions, these were made in the person's best interests and included relevant professionals.

Using medicines safely

- Medicines were managed safely. Staff ensured people's medicines were regularly reviewed.
- The provider was the main person to administer medicines. However other staff were fully trained in administering medicines to support the provider.

Preventing and controlling infection

- We were assured that the provider was using PPE effectively and safely if required.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the home.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.

Visiting in care homes

- People were able to receive visitors without restriction, in line with best practice guidance

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 the last inspection this key question was rated as good. At this inspection, this key question remains the same. This meant people's outcomes were consistently good, 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

- There was a positive culture throughout the home and a family atmosphere. One person said, "We all do things as a family its lovely."
- The provider and staff were successful at making sure people achieved their individual aspirations and ambitions as much as possible. One staff member said, "We want everyone here to have their own choice to do whatever they want and achieve their goals. We are here to support that."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; 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 provider had auditing systems to maintain ongoing oversight and continued development of the home.
- The provider understood their responsibilities to keep CQC informed of events which may affect people and the care delivery. They were open and honest about what achievements had been accomplished. In addition, what had not worked so well and where improvements might be needed.
- The provider understood their duty of candour and had been open, honest and apologised to people when appropriate.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Systems and processes were developed to ensure people and relatives were fully engaged with the running of 45 Watson Road. This included informal meetings and regular contact with visiting relatives. The service was run as a family home and feedback from people was on an informal day to day basis. One person said, "We are all one family here. I am very happy."

Working in partnership with others

- Records and discussion demonstrated the service worked in partnership with a variety of health and social care professionals to ensure people received the support they needed. These included social workers and General Practitioners (GP).

