

Voyage 1 Limited

183 Ashby Road

Inspection report

183 Ashby Road
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Staffordshire
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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 ●

Summary of findings

Overall summary

About the service

183 Ashby Road is a small location providing accommodation for up to five people with learning disabilities and who require nursing or personal care. Accommodation was provided in one building. At this inspection four people were living there.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence.

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

People were protected from harm and abuse as the staff team had been trained to recognise potential signs of abuse and understood what to do.

People received safe care and support as the systems and procedures at 183 Ashby Road were effective in minimising the potential risks to people.

People had individual assessments of risk associated with their care and support. Staff members were aware of the necessary action they should take in the event of an emergency.

People received their medicines safely. Staff members followed the guidelines in place for safely supporting people.

The provider had effective systems in place to identify any potential errors with medicines.

Staff members followed effective infection prevention and control measures.

The providers quality monitoring procedures were effective in identifying and driving good care and support.

The management team supported staff in providing effective care for people through person-centred care planning, training and one-to-one supervision. People had access to additional healthcare services when required.

People were supported to maintain a healthy diet by a staff team which knew their individual likes and dislikes.

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.

People received help and support from a kind and compassionate staff team with whom they had developed positive relationships. People were supported by staff members who were aware of their individual protected characteristics like age, gender, disability and religion.

People were provided with information in a way they could understand.

The provider had systems in place to encourage and respond to any complaints or compliments from people or those close to them.

The provider, and management team, had good links with the local communities within which people lived.

Rating at last inspection

The last rating for this service was 'Good' (published 03 May 2017).

Why we inspected

This was a planned inspection based on the previous rating.

Follow up

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

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 183 Ashby Road on our website at www.cqc.org.uk

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.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-Led findings below.

Good ●

183 Ashby 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.

Inspection team

One inspector carried out this inspection.

Service and service type

183 Ashby Road is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

At the time of this inspection 183 Ashby did not have a manager registered with the care quality commission. However, the day to day management was provided by a registered manager from another of the provider's locations. We confirmed the provider was in the process of recruiting a registered manager for this location. This means they, along with the provider, will be legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was announced. The provider was given 24 hours' notice because the location was a small care home for younger adults who are often out during the day; we needed to be sure that someone would be in.

What we did before the inspection

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 took this into account when we inspected the service and made the judgements in this report.

We asked the local authority and Healthwatch for any information they had which would aid our inspection. Local authorities together with other agencies may have responsibility for funding people who used the service and monitoring its quality. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with two people and who used the service about their experience of the care provided and one relative. In addition, we spent time with people in the communal areas observing the care and support provided to help us understand the experience of people who could not talk with us.

We spoke with five members of staff including the registered manager, three support workers and the operations manager.

We reviewed a range of records. This included two people's care records including the records of medicine administration. We confirmed the safe recruitment of one staff member. In addition, we looked at a variety of records relating to the management of the service, including any quality monitoring checks.

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 has remained the same.

This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risks of abuse and ill-treatment. All those we spoke with told us they felt safe and happy at 183 Ashby Road. One person told us they were very happy, and they felt protected.
- Staff members had received training and knew how to recognise and respond to concerns.
- Information was available to people, staff, relatives and visitors on how to report any concerns. The provider had systems in place to make appropriate notifications to the local authority to keep people safe.

Assessing risk, safety monitoring and management

- People were supported to identify and mitigate, risks associated with their care and support. These included risks associated with trips or falls, diet and activities which related to daily living. For example, cooking and making hot drinks.
- Staff members knew the risks associated with peoples care and support and knew how to keep people safe.

Using medicines safely

- People received their medicines safely. Staff members had been trained in the safe administration of medicines and were assessed as competent before supporting people.
- The provider had systems in place for investigating any potential medicine errors.
- People had individual guidelines for the administration of 'when needed' medicines. This included the maximum dose in 24 hours and the time which must be observed between doses.
- The provider had systems in place to monitor the use of 'when needed' medicines which were used to support people with managing behaviours. This included, but was not limited to, regular reviews with the prescribing medical professional.

Preventing and controlling infection

- People were protected from potential communicable illnesses as staff members followed effective infection prevention and control measures.

Learning lessons when things go wrong

- We saw the management team analysed any incidents, accidents or near misses to identify if anything else could be done differently to minimise the risks of harm to people.
- The provider had systems in place to address any unsafe staff behaviour including disciplinary processes and re-training if needed.

Staffing and recruitment

- People were supported by enough staff who were available to safely support them. We saw people were promptly supported when needed or requested. The provider followed safe recruitment processes when employing new staff members.

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same.

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's needs were assessed and regularly reviewed. People's physical, mental health and social needs had been holistically assessed in line with recognised best practice.
- Staff members could tell us about people's individual needs and wishes. People were supported by staff who knew them well and supported them in a way they wanted.
- People's protected characteristics under the Equalities Act 2010 were identified as part of their need's assessment. Staff members could tell us about people's individual characteristics and knew how to best support them.

Staff support: induction, training, skills and experience

- Staff members received appropriate training and felt supported by the management team. Staff members we spoke with told us they received support and supervision sessions. These were individual sessions where they could discuss aspects of their work and training.
- New staff members completed a structured introduction to their role. In addition, new staff members worked alongside experienced staff members until they felt confident to support people safely and effectively.
- Staff members who were new to care were supported to complete the care certificate. The care certificate is a nationally recognised qualification in social care.

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

- People told us, and we saw, they had a choice of the meals and helped to prepare the food. People were supported by staff to identify healthy eating choices. Where necessary people were supported to achieve healthy weights through a programme of healthy eating and exercise.

Staff working with other agencies to provide consistent, effective, timely care

- Staff members had effective, and efficient, communication systems in place. We saw detailed records of visiting healthcare professional's advice and guidance.

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.

- We saw the provider had made appropriate applications in line with the MCA and had systems in place to ensure any renewed applications were made in a timely way to ensure people's rights were maintained.
- When recommendations were made, as part of these authorised applications, we saw these were complied with by the provider. For example, people had access to independent advocates to support them where appropriate.

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

- We saw people moving safely and confidently around 183 Ashby Road. The home was an adapted location which met the needs of those living there.

Supporting people to live healthier lives, access healthcare services and support

- People had access to additional healthcare professionals including GP's, nurses and dentists. When it was needed people were referred promptly for assessment. Staff members we spoke with were knowledgeable about people's healthcare needs and knew how to support them in the best way to meet their personal health outcomes.

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same.

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 we spoke with were enthusiastic when describing the staff members who supported them. One person said, "They (staff) are just the best. I love them all." Another person told us, "They are perfect."
- At this inspection we saw many positive interactions between people and staff members. In addition, we saw people sharing jokes and laughing with staff members indicating they enjoyed the contact and company of those who supported them.

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

- We saw people were supported to make decisions about their care and support. For example, we saw people making decisions about the support they wanted, the activities they took part in and the food they wanted to eat.
- People told us, and we saw, they were involved in the development of their support plans.

Respecting and promoting people's privacy, dignity and independence

- We saw people were treated with dignity and respect and that their privacy was supported by staff members.
- Information which was confidential to the person was kept securely and only accessed by those with authority to do so.
- We saw staff members knocking on people's doors. They waited before the person in the room acknowledged them and staff then asked for permission to enter.
- People were supported to develop their independence. For example, we saw people were supported to make their own meals as well as developing their skills with house hold tasks like cleaning and laundry.
- One person told us they had never done anything like that before (cleaning) and they enjoy it and like to do "a proper job."

Is the service responsive?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same.

This meant people's needs were met through good organisation and delivery.

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

- People, and if they chose, those close to them, were involved in the development and review of their care and support plans. We saw these plans gave the staff information on how people wanted to be assisted.
- We saw people's care and support plans were reviewed to account for any personal or health changes.

These plans also reflected advice and guidance from visiting healthcare professionals.

- As part of people's regular reviews, they were encouraged to identify what they had achieved and what they wished to achieve in the future. One person told us about a key achievement in their life and how they had managed this with the support of those at 183 Ashby Road.

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.

- People had information presented in a way that they found accessible and in a format that they could easily comprehend. Throughout this inspection we saw staff members using a range of communication styles adapted and suited to those they supported. For example, we saw one staff member talking with someone whilst using an adapted form of gestural sign and a picture to support the person's understanding. For example, bedroom.

Supporting people to develop and maintain relationships to avoid social isolation

- Throughout this inspection we saw people were involved in activities they enjoyed and found stimulating. We saw people engaged in activities including, going out to work, education at a local collage, household tasks and music.
- People were supported to maintain contact with families and friends.

Improving care quality in response to complaints or concerns

- We saw information was available to people, in a format appropriate to their communication styles, on how to raise a complaint or a concern if they needed to do so.
- The provider had systems in place to record, investigate and to respond to any complaints raised with them.

End of life care and support

- At the time of this inspection 183 Ashby Road was not supporting anyone at the end of their life. However, we saw the management team were working with people to encourage them to identify things that mattered to them as part of their care and support plans. Staff members we spoke with told us should someone become ill they would engage them and their families to identify how they wished to be supported.

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 has remained the same.

This meant people's needs were met through good organisation and delivery.

Continuous learning and improving care

- The provider had systems in place to monitor the quality of the service that they provided. The manager had systems in place to keep up to date with changes in health and social care and had the support of other managers within the providers organisation as well as a regional manager. Additionally, we saw the manager had received regular updates from professional organisations involved in adult social care which aided their knowledge and professional development.

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

- A registered manager was not in post at the time of this inspection. However, the provider was in the process of recruiting a manager with the intention of registering them with us. An interim manager, who was responsible for acting as the registered manager at 183 Ashby Road, was present throughout this inspection.
- The manager and provider had appropriately submitted notifications to the Care Quality Commission. The provider is legally obliged to send us notifications of incidents, events or changes that happen to the service within a required timescale.
- We saw the last rated inspection was displayed in accordance with the law at 183 Ashby Road and on the provider's website.

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

- People told us they had a positive relationship with the management team who they found to be available and engaging. Staff told us they found the management team supportive and approachable.

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

- We saw the management team, and provider, had systems in place to investigate and feedback on any incidents, accidents or complaints.
- Staff members told us the management team were open and transparent when things needed to be improved or changed as a result of any specific incident or near miss.

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

characteristics

- People were involved in decisions about their care and support and were asked for their opinion. One person told us how they were involved in redecorating a part of where they lived, and they were making choices about the colours and furnishings.
- Staff members told us they found the management team approachable and their opinions were welcomed and valued.
- Staff members took part in staff meetings where they could discuss elements of the work they completed.
- Staff members understood the policies and procedures that informed their practice including the whistleblowing policy. They were confident they would be supported by the provider should they ever need to raise such a concern.

Working in partnership with others

- The management team had established and maintained good links with the local communities within which people lived. This included regular contact with local healthcare professionals which people benefited from. For example, GP practices, District Nurse teams and community centres.