

Mrs Jacqueline Lorraine Bailey

# Airthrie Homes - 58 Airthrie Road

## Inspection report

58 Airthrie Road, Goodmayes, IG3 9QU  
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[www.airthriehomes.co.uk](http://www.airthriehomes.co.uk)

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### Ratings

## Overall rating for this service

Good



Is the service effective?

Requires improvement



### Overall summary

At the last inspection on 28 October 2014 we found the service to be in breach of the regulation relating to staff training. We found staff were not always up to date with their training and this placed people at risk of inappropriate care. After the inspection, the registered provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

We undertook this unannounced focused inspection on 22 September 2015 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 those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Airthrie Homes - 58 Airthrie Road on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Airthrie Homes - 58 Airthrie Road provides accommodation and 24 hour support with personal care to four adults with learning disabilities.

There is no registered manager in place as the registered provider is in day to day charge of the service. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At this inspection we found the registered provider had taken sufficient action to ensure people received care from staff who were trained to meet their individual and on going needs.

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service effective?**

The service was effective. Staff received on-going support to ensure they carried out their role effectively. Formal induction and supervision processes were in place to enable staff to receive feedback on their performance and identify further training needs.

**Requires improvement**



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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 inspection was undertaken to check that the provider had made improvements to meet legal requirements after our 28 October 2014 inspection. We inspected the service against one of the five questions we ask about services: Is the service effective? This was because staff training was not always up to date and this placed people at risk of inappropriate care.

This inspection took place on 22 September 2015 and was unannounced. It was undertaken by one adult social care inspector.

Before our inspection we reviewed information we held about the service and the provider. This included the action plan the provider submitted setting out how they would become compliant with the breach identified at the previous inspection. During the inspection we spoke with two people who used the service, two staff members and the monitoring officer who was in charge of quality assurance at the service. We looked at staff training records and future training that had been planned for staff to attend.

# Is the service effective?

## Our findings

People we spoke with indicated that they were happy living at the service. One person said, “The staff are good.” We observed positive interaction between people and staff. People were treated with dignity and respect. We heard staff speaking to people in a friendly and respectful manner and responding promptly to any requests for assistance. For example we heard one person asking about what time they were going out to the gym and the staff responded to them accordingly. People told us they were well supported by staff in their daily lives.

At our last inspection in October 2014 we found people were not always cared for by staff who were supported to deliver care and support safely and to an appropriate standard. This was because some of the staff training was not up to date and not all staff were receiving appropriate professional development.

During this inspection we found people were supported by staff who were trained and had completed training in a number of key areas to ensure they were competent to do their job. For example we saw that four staff had recently had training about autism and refresher training on safeguarding. The registered provider had also arranged for the local pharmacy to facilitate training on medicine administration and this took place in July 2015. Staff commented the training was good. One staff said, “The medicine training was good and it was very helpful.” We also noted that future training had been arranged in infection control and Mental Capacity Act 2005 (MCA) and Deprivation of Liberty Safeguards (DoLS) for December 2015. This meant staff were supported and were provided with the skills to provide effective care. Records were kept of the training staff attended so the dates for updates were clearly identified.

We noted training was delivered by a variety of methods which included e-learning and external courses. Staff told us the training was good and that if they needed any additional support they could ask and they were given opportunities for on-going training. Some staff had requested additional external training and this had been sourced and provided, for example to gain a national qualification in health and social care. This ensured that staff were supported in their roles.

The service had an induction programme for all new staff. From the documentation we saw it covered staff roles and responsibilities and key policies and procedures. We spoke with a new member of staff who told us, “Yes I had a good induction when I started working here.” This helped to ensure new staff received training during induction considered essential to meet the health and safety needs of people who lived at the service.

Staff told us they received supervision which was recorded. We looked at staff supervision records and these showed that a range of issues were discussed, including staff training needs. Staff told us they also could speak to their supervisor or the registered provider whenever they felt it was necessary. This helped to ensure that staff were supported to carry out their roles effectively.

Staff told us about people’s individual needs and how they ensured people received effective care and support. Staff helped people in the way that they preferred and respected their wishes. Staff mentioned to us that the training helped them to look after people more effectively. This helped to ensure people received care and support from staff who had the knowledge and skills to carry out their roles and responsibilities.