

Lancashire County Council

# Fylde and Wyre Short Break Services

## 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

This inspection visit took place on 14 November 2017 and was announced. Fylde and Wyre Short Break Services is a purpose built bungalow set in its own grounds close to a day centre for people with learning disabilities. The bungalow has six bedrooms, one lounge, dining area and a sun lounge. There is also a smaller quiet lounge and sitting room at the front of the bungalow. There are a range of aids and adaptations in place which meets the needs of people using the service. At the time of our inspection visit there were 50 people currently using the service and five people staying at the bungalow.

There was a registered manager in place. 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 the last inspection on 01 May 2017 the service was rated Good. At this inspection we found the service remained Good.

We spoke with five people staying at Fylde and Wyre Short Breaks Services. They told us they always enjoyed their stays and liked the staff who supported them. They told us they were supported to maintain their independence and undertake activities of their choice during their stay. One person said, "I like coming here the staff are nice. They take me swimming which I like."

We received positive feedback from family members contacted during the inspection. They told us their relatives were well supported, safe and treated with dignity and respect when they stayed at Fylde and Wyre Short Breaks Services. One person said, "[Relative] gets really excited about going to stay at the bungalow. [Relative] loves the staff who are absolutely brilliant."

We found sufficient staffing levels were in place to provide support people required. Careful consideration had been given to matching staff with specific skills and personalities to ensure people were supported by staff they knew and liked.

The service had systems in place to record safeguarding concerns, accidents and incidents and take necessary action as required. Staff had received safeguarding training and understood their responsibilities to report unsafe care or abusive practices.

Risk assessments had been developed to minimise the potential risk of harm to people during the delivery of their care. These had been kept under review and were relevant to the care provided.

Staff had been recruited safely, appropriately trained and supported. They had skills, knowledge and experience required to support people with their care and social needs.

We found medication procedures in place at the service were safe. Staff responsible for the administration of medicines had received training to ensure they had the competency and skills required. Medicines were safely kept and appropriate arrangements for storing were in place.

We saw there was an emphasis on promoting dignity, respect and independence for people who stayed at the service. People told us staff treated them as individuals and delivered person centred care.

People who used Fylde and Wyre Short Breaks Services had a care and support plan created with their involvement or a family member and was written in a person centred way. The care plan documented all aspects of the persons needs including how they wanted their care and support to be provided, their wants, needs, likes and dislikes.

We looked around the building and found it had been maintained, was clean and hygienic and a safe place for people to live. We found equipment had been serviced and maintained as required.

The design of the building and facilities provided were appropriate for the care and support provided.

The service had safe infection control procedures in place and staff had received infection control training. Staff wore protective clothing such as gloves and aprons when needed. This reduced the risk of cross infection.

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

People who stayed at Fylde and Wyre Short Breaks Services told us they enjoyed the meals and choices made available to them during their stay.

We found people had access to healthcare professionals during their stays and their healthcare needs had been met. One family member we spoke with said, "They are very prompt at getting medical attention for [relative] if this is required. We are always updated straight away if there has been a problem."

People staying at Fylde and Wyre Short Breaks Services told us they enjoyed a variety of activities which were organised for their entertainment. These included going to the pictures, bowling and playing computer games.

People told us staff were very caring towards them. Staff we spoke with understood the importance of high standards of care to give people meaningful lives.

The service had information with regards to support from an external advocate should this be required by them.

The people we spoke with and their family members were all extremely positive regarding the support and engagement they experienced from Fylde and Wyre Short Break Services. Comments received from relatives included, "The care is absolutely outstanding. They frequently go above and beyond what any parent could expect." And, "Communication with the service is outstanding. They listen and act. The impact on our family since our introduction to the service is indescribable. I cannot thank them enough."

The service had a complaints procedure which was made available to people on their admission to the home and their relatives. The people we spoke with told us they were happy with the service and had no

complaints.

The registered manager used a variety of methods to assess and monitor the quality of the service. These included regular audits and relative meetings to seek their views about the service provided.

## 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 remains Good.

### Is the service effective?

Good ●

The service remains Good.

### Is the service caring?

Good ●

The service remains Good.

### Is the service responsive?

Outstanding ☆

The service remains Outstanding.

### Is the service well-led?

Good ●

The service remains Good.

# Fylde and Wyre Short Break Services

## **Detailed findings**

### Background to this inspection

We carried out this comprehensive inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked 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.

Fylde and Wyre Short Break Services is a 'care home.' People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

The care home accommodates six people in a purpose built bungalow. The bungalow has six bedrooms, one lounge, dining area and a sun lounge. There is also a smaller quiet lounge and sitting room at the front of the bungalow.

The care service has been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. These values include choice, promotion of independence and inclusion. People with learning disabilities and autism using the service can live as ordinary a life as any citizen.

Prior to our inspection visit we contacted the commissioning department at Lancashire county council and Healthwatch Lancashire. Healthwatch Lancashire is an independent consumer champions for health and social care. This helped us to gain a balanced overview of what people experienced accessing the service.

As part of the inspection we used information the provider sent us in the Provider Information Return. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

This inspection visit took place on 14 November 2017 and was announced. We gave the service 24 hours' notice of the inspection visit because the service was a small care home for younger adults who are often out during the day, we needed to be sure someone would be in.

The inspection team consisted of an adult social care inspector.

During the visit we spoke with a range of people about the service. They included five people staying at the service, six relatives, the registered manager and two community support workers. We also observed care practices and how staff interacted with people in their care. This helped us understand the experience of people who could not talk with us.

We looked at care records of two people, staff training matrix, supervision records of two staff and arrangements for meal provision. We also looked at records relating to the management of the home and the medication records of two people. We reviewed the recruitment of one staff member and checked staffing levels. We also checked the building to ensure it was clean, hygienic and a safe place for people to live.

# Is the service safe?

## Our findings

We asked people staying at Fylde and Wyre Short Break Services if they felt safe in the care of staff. Comments received included, "Yes the staff are kind." And, "Yes they look after me." The relatives of people we spoke with during the inspection all said they had no concerns about their relatives safety during their stays with the service. One person said, "It took a lot for me to let [relative] stay at Fylde and Wyre Short Break Services as I was very anxious. All my fears have gone and they have my complete trust."

The registered manager had procedures in place to minimise the potential risk of abuse or unsafe care. Records seen confirmed the registered manager and her staff had received safeguarding vulnerable adults training. Staff members we spoke with understood what types of abuse and examples of poor care people might experience. They told us they were aware of the whistleblowing procedure the service had in place. They said they wouldn't hesitate to use this if they had any concerns about their colleagues care practice or conduct.

Care plans seen had risk assessments completed to identify potential risk of accidents and harm to staff and people in their care. Risk assessments we saw provided instructions for staff members when delivering their support. These included moving and handling assessments, nutrition support, medical conditions, mobility, fire and environmental safety. The assessments had been kept under review with the involvement of each person or a family member to ensure the support provided was appropriate to keep the person safe.

We saw the risk assessments informed staff of the actions to take to support people to maintain their independence safely. For example, whilst accessing the community and undertaking activities during their stay. Staff were able to explain the purpose of the risk assessments in place and how these enabled risks to be minimised and keep people safe. They told us that if they were concerned that a risk assessment required updating they would discuss this with both the person using the service and the registered manager to ensure peoples safety was maintained. This demonstrated to us there were systems in place and staff were knowledgeable to ensure people were supported safely.

We saw a risk assessment for one person who required percutaneous endoscopic gastrostomy (PEG). This is a procedure in which feeding tubes are used for the person's nutritional needs. The assessment said all staff had to be trained in the procedure and always had to follow personal care guidelines.

We saw personal evacuation plans (PEEPS) were in place for staff to follow should there be an emergency. Staff spoken with understood their role and were clear about the procedures to be followed in the event of people needing to be evacuated from the building.

We found staff had been recruited safely, appropriately trained and supported. They had skills, knowledge and experience required to support people with their care. The registered manager monitored and regularly assessed staffing levels to ensure sufficient staff were available to provide support people needed. We saw the duty rota reflected the needs of people staying at the service and people had named staff to support them during their stay.



We looked at how medicines were managed within the service. As the service provided respite care it was important that accurate records were kept of medicines people brought with them. The medicines were checked on arrival against the accompanying Medicines Administration Record (MAR) sheet. The type of each medicine and the amount of medicine received was then recorded. The staff member checked the expiry date on each medicine to ensure they were in date. We saw the service had identified one person had been admitted with insufficient medicines for their three day stay. A member of staff had contacted the persons GP and a prescription was being collected on the day of our inspection visit. This showed the services procedures were thorough.

We looked around the building and found it was clean, tidy and maintained. The service employed designated staff for cleaning of the premises who worked to cleaning schedules. All staff had received infection control training and understood their responsibilities in relation to infection control and hygiene. The service had two infection control champions whose role was to ensure guidance and legislation was followed. Hand sanitising gel and hand washing facilities were available around the building. These were observed being used by staff undertaking their duties. This meant staff were protecting people who stayed at the service and themselves from potential infection when delivering personal care and undertaking cleaning duties.

The service listened to people who used Fylde and Wyre Short Break Services and made improvements where required. For example one person was unable to tolerate being in the company of others due to the difference in age and didn't want to stay at the bungalow. To address this problem the service created a separate annex for the person to use during their stay. They were supported by a staff member during their stay and had access to the same facilities as other people staying at the bungalow. This enabled the service to provide much needed respite to the person's family and for the person to feel comfortable and enjoy their stay at the bungalow.

# Is the service effective?

## Our findings

We found people received effective care because the service had a clear and consistent care planning system which ensured people's individual needs, aspirations and goals were met. This ensured people experienced positive outcomes. The relatives of people contacted during the inspection were all positive about the service and outcomes achieved for their family member. One person said, "I feel like the service has been set up just for [relative]. The impact they have had on us as a family has been immense.

Before people stayed at Fylde and Wyre Short Break Services there was a transition period. This involved a visit to look around the building and accommodation, introductory tea visits and an overnight stay at Fylde and Wyre Short Break Services. This enabled the staff team and the person to get to know each other building up a relationship of trust and respect. During this process the persons care and support plan was produced detailing their abilities, support they required and how they would like this delivered. The family members we spoke with said they had been impressed with the professional introduction procedures followed by the service.

People received effective care because they were supported by an established and trained staff team who had a good understanding of their assessed needs. We were able to establish through our observations they received care which was meeting their needs and protected their rights. All staff had achieved or were working towards national care qualifications. This ensured people were supported by staff who had the right competencies, knowledge, qualifications and skills.

The registered manager told us food provisions were purchased based on the known likes and dislikes of people who used the service. People who used Fylde and Wyre Short Break Services had their dietary needs recorded on their care plan and we saw staff consulted with this when planning meals. We saw menus were on display in the dining room in a pictorial format advising people staying at Fylde and Wyre Short Break Services the choices for the day.

We asked five people staying at Fylde and Wyre Short Break Services if they enjoyed their meals. They all said they did and choices made available to them were good. One person said, "I like the meals they let me have what I want." Care plans seen confirmed people's nutritional needs and their personal preferences had been documented. For example one person liked a buffet tea on their day of admission to the bungalow.

The service had been awarded a five-star rating following their last inspection by the 'Food Standards Agency'. This graded the service as 'very good' in relation to meeting food safety standards about cleanliness, food preparation and associated recordkeeping.

Care plans seen had relevant information documented on how best to support people during their stay at Fylde and Wyre Short Break Services. Through this process the service had identified any specific training or equipment needed to support people during their stay. For example the service had purchased an air flow mattress to support and replicate one person's sleeping arrangements from home. Changes noted in people's needs through the service's on going assessment had been recorded and specialist advice sought

from professionals where required. For example a referral had been made to a speech and language therapist to complete a swallowing assessment following concerns identified around one person's eating and drinking.

People's healthcare needs were carefully monitored and discussed with the person or family members as part of the care planning process. Care records seen confirmed visits to and from General Practitioners (GP's) and other healthcare professionals had been recorded. The relative of one person who used Fylde and Wyre Short Break Services said, "They have my complete trust that they would deal with any health concerns of [relative] during their stay and I would be informed what action they had taken."

The building is a purpose built bungalow designed to meet the requirements of the Equality Act. The bungalow has six bedrooms, one lounge, dining area, a sun lounge and sensory room. There was also a smaller quiet lounge and sitting room at the front of the bungalow. This was for people who may find it difficult to share communal areas with others at key times during the day. Specialised equipment including ceiling track hoists to assist staff with safely lifting and transferring people with complex physical disabilities were in place. Staff spoken with confirmed they had received training to enable them to use the hoists safely.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). The staff working in this service made sure that people had choice and control of their lives and support them in the least restrictive way possible; the policies and systems in the service support this practice.

## Is the service caring?

### Our findings

During the inspection people who were staying at Fylde and Wyre Short Break Services were engaged in external activities. However they agreed to come to Fylde and Wyre Short Break Services to speak with us. They told us they liked the staff and enjoyed their stays. One person said, "I like coming here I have friends and the staff are nice." Our observations confirmed people appeared happy and relaxed in the company of staff who showed a warm and caring attitude towards them. We saw people enjoyed laughing and joking with staff which was returned by staff in a light hearted way.

Comments received from relative's we spoke with included, "[Relative] gets really excited about staying at the bungalow. The staff are absolutely brilliant." And, "The service has been a lifeline to us and [relative] cannot wait to go there. They say they are going for a break from us."

We looked at care records of two people. We saw evidence they or a family member had been involved with and were at the centre of developing their care plans. The plans contained information about people's current needs as well as their wishes and preferences. Daily records completed were up to date and well maintained. These described the daily support people received and the activities they had undertaken. The records were informative and enabled us to identify staff supported people with their daily routines. We saw evidence to demonstrate people's care plans were reviewed and updated on a regular basis. This ensured staff had up to date information about people's needs.

Staff had a good understanding of protecting and respecting people's human rights. They were able to describe the importance of promoting each individual's uniqueness and there was an extremely sensitive and caring approach observed throughout our inspection visit.

We spoke with the registered manager about access to advocacy services should people require their guidance and support. The service had information details for people and their families if this was needed. This ensured people's interests would be represented and they could access appropriate services outside of the service to act on their behalf if needed.

The people we spoke with confirmed staff treated them with respect and upheld their dignity. We observed staff spoke with people in a respectful way and were kind, caring and patient. We observed they demonstrated compassion towards people in their care and treated them with respect. One person said, "They always knock on my door and ask if they can come in. They treat me well."

## Is the service responsive?

### Our findings

The service continues to remain outstanding and is providing personalised care that is responsive to the needs of people who stay at the bungalow. The people we spoke with and their family members were all extremely positive regarding the support and engagement they experienced from Fylde and Wyre Short Break Services. All the relatives we spoke with couldn't praise the service high enough. Comments received included, "The service is the dual in my crown. They are absolutely brilliant and I cannot praise them high enough. [Relative] always returns with lots of photographs about the activities they have undertaken. I find this very reassuring because I can see they have enjoyed themselves and their stay has been a positive experience." And, "They are a brilliant person centred service with all staff committed to providing the highest quality service possible. They regularly go above and beyond to make sure they get it right."

The service continued to review staff experiences and skills to identify a link worker for people who used the service. This ensured people were supported by staff that were competent and the person liked. This enabled people to enjoy their stay at the service and to develop trusting relationships with staff they liked and who knew their individual needs and preferences. All the people we spoke with confirmed they had dedicated staff to provide care and support when they visited the service.

Care plans seen confirmed all relevant information had been obtained to enable the service to be responsive to people's individual needs, requirements and wishes. The service worked very closely with people who used the service, their relatives and carers, schools and other professionals involved with the person. This ensured they developed a smooth transition for the person and their carers to the service and enabled them to respond to people's individual needs. Any identified training or equipment had been sought to ensure staff had relevant knowledge and skills to be able support people. For example the service purchased an air flow mattress for one person with specialist needs and liaised with an Occupational Therapist to ensure they had the correct bathing equipment to support another person safely.

We spoke with staff who gave examples of how they met people's needs in a responsive manner. One staff member told us the service worked closely with people referred to Fylde and Wyre Short Break Services and their families during their introduction to the service. They said they had visited young people referred to them in their school and home environment to observe and assess the support the person required. The staff member said, "Everything here is responsive to their needs. This is a person led service. People's choices and preferences are important to us. It is extremely important to us their stay at Fylde and Wyre Short Break Services is a positive experience." Another staff member said, "We really work hard with people and their families before they come to stay with us to ensure they have our trust. We want people to enjoy their stay and look forward to returning."

We looked at what arrangements the service had taken to identify, record and meet communication and support needs of people with a disability, impairment or sensory loss. Care plans seen confirmed the services assessment procedures identified information about whether the person had communication needs. The service used a number of pictorial signs to communicate with people who were none verbal. These included key rings with pictures for people to choose including the computer room, sensory room,

various activities, lunch, drinks and the toilet. One person had a calendar with the number of nights left for their stay and another person had a communication book with pictures to enable them to communicate with staff.

The service had a complaints procedure which was made available to people on their admission to Fylde and Wyre Short Break Services. The procedure was clear in explaining how a complaint should be made and reassured people these would be responded to appropriately. Pictorial complaints slips were available to assist people if they wished to make a complaint. The people we spoke with and their relatives were happy and had no complaints about the service.

Fylde and Wyre Short Break Services is a respite service and would not normally be involved in providing end of life care. We discussed this with the registered manager who told us if the service was approached about an emergency end of life situation they would liaise with appropriate healthcare professionals.

## Is the service well-led?

### Our findings

People staying at the service told us they were happy with the way in which the service was managed. One person said, "I love coming here."

There was a registered manager in place. 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.

We found the service had clear lines of responsibility and accountability. The registered manager was supported by a deputy manager who undertook management tasks. The registered manager and her staff team were experienced, knowledgeable and familiar with the needs of the people they supported. Discussion with the registered manager and staff on duty confirmed they were clear about their role and between them provided a well run and consistent service.

The service had procedures in place to monitor the quality of the service provided. Regular audits had been completed. These included reviewing the services medication procedures, care plans, infection control, environment, staffing levels and ensuring people's birthdays and anniversaries were celebrated.

Surveys completed by people who used the service with support from family members confirmed they were happy with the standard of care, accommodation, meals and activities organised. They also said they felt safe and the home was well managed. Comments received included, 'I feel safe and look forward to coming.' And, 'I can say what I like and dislike.' Four professional customer satisfaction surveys had also been completed. They all rated the service as excellent. They said the registered manager and her staff were helpful, the service was well run, flexible and creative to meet people's complex needs. One professional commented, 'The management and staff always conduct themselves professionally.'

The service listened to the views of people who used the service. One person had commented on not being able to access the internet, social media and play computer games if another person staying at the service was using the computer. The registered manager said they had addressed this by purchasing a hand held computer (Ipad) which could be used by people in their rooms if they wished. The registered manager also informed us the service had created a designated room for the storage of medicines. This was after staff had commented they often felt distracted when booking in medicines. This was because of the phone ringing and visitors and people who used the service calling into the office where medicines were stored. This showed the registered manager listened to people and acted to improve the service.

The service worked in partnership with other organisations to make sure they were following current practice, providing a quality service and the people in their care were safe. These included Physiotherapist and occupational therapists to ensure people had the correct equipment and aids to enable safe transfers. Speech and language therapists were also liaised with to complete swallowing assessments

to ensure people were safe when eating and drinking.

The service had on display in the reception area of their premises and their website their last CQC rating, where people could see it. This has been a legal requirement since 01 April 2015.