

The Human Support Group Limited

Human Support Group Limited - Heald Farm Court

Inspection report

28 Sturgess Street
Newton-le-Willows
WA12 9HN

Date of inspection visit:
12 January 2021

Date of publication:
03 March 2021

Ratings

| | |
|---------------------------------|------------------------|
| Overall rating for this service | Good ● |
| Is the service safe? | Good ● |
| Is the service caring? | Good ● |
| Is the service well-led? | Requires Improvement ● |

Summary of findings

Overall summary

About the service

Heald Farm Court is based within the community of Newton le Willows. People using the service live in their own apartments within this extra care setting. The service supported 16 people at the time of our inspection.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

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

People were protected from abuse and the risk of harm. Staff had received training and understood their responsibilities.

Medication was managed safely by trained and competent staff. Medication administration records (MARs) were fully completed and regularly reviewed. Medicines policies and procedures were available for staff along with best practice guidance. Staff had access to and understood the importance of personal protective equipment (PPE).

Safe recruitment procedures were in place to help ensure that only suitable staff were employed at the service.

People were supported by staff who were caring and respected their privacy and dignity.

Systems for the oversight and monitoring of the service people received were in place. Action plans were used to address areas identified for development and improvement.

People's views were sought on the service they received from Human Support Group Ltd – Heald Farm Court. We received positive comments about the care and support people received.

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

Rating at last inspection and update

The last rating for this service was requires improvement (Published 6 April 2020).

Why we inspected

This was a planned focused inspection based on the previous rating.

We reviewed the information we held about the service. No areas of concern were identified in the other key

questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Human Support Group Ltd – Heald Farm Court. on our website at www.cqc.org.uk.

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.

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 caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service well-led?

Requires Improvement ●

The service was not always well-led.

Details are in our well-led findings below.

Human Support Group Limited - Heald Farm Court

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

The inspection was carried out by two inspectors. The inspection site visit was carried on 12 January 2021 by one inspector.

This service provides care and support to people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted single household accommodation in a shared site or building. The accommodation is bought or rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people's personal care and support service.

The service did not have a manager registered with the Care Quality Commission.

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or manager would be in the office to support the inspection.

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 used all of this information to plan our inspection. We sought feedback from the local authority.

During the inspection

We spoke with two people who used the service and the family members of a further three people about their experience of the care provided. We spoke with four members of staff including the area director, acting manager and care workers.

We reviewed a range of records. This included three people's care records and medication records. We looked at two 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.

After the inspection

We continued to seek clarification from the manager to validate evidence found. We looked at training data and quality assurance records. We sought information from the local authority who are in regular 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.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Systems were in place to identify potential safeguarding concerns. This was an improvement from the previous inspection.
- Safeguarding procedures were in place and available to staff.
- Staff knew how to refer any concerns they had about people's safety and how to use the provider's whistleblowing procedures.
- People told us they felt safe using the service. Comments included "Overall, a very comfortable place to live. Feel very safe."

Staffing and recruitment

- People's visits were scheduled in line with their care plan. Staff received their schedule of visits each morning.
- People told us staff generally arrived on time for their visits. This was an improvement from the previous inspection. People and family members comments included, staff "Generally arrive within a reasonable timeframe. Very rare there is a long wait". A family member told us that their relative had chosen the times of their visits from the care staff.
- The recruitment of staff was safe. Appropriate checks were carried out on applicant's suitability for the role before they were offered a job.

Assessing risk, safety monitoring and management

- Known risks to people were assessed and where possible mitigated.
- Staff had access to policies and procedures in relation to health and safety and had received training in this area. One person told us that they "Always feel safe when staff are using equipment to assist with my mobility."
- Identified risks to people were considered in the planning of their care and where possible reduced. For example, risks to people's skin, mobility and from malnutrition had been considered as part of their care planning. One person told us that their care plan and risk assessments were reviewed on a regular basis.

Using medicines safely

- Procedures were in place for the safe management of people's medicines.
- People received support with their medicines when needed. The level of support people required was assessed and formed part of their care plan.
- Staff responsible for managing people's medicines had completed training and had been assessed as competent in medicines management.

Preventing and controlling infection

- Systems were in place to prevent the spread of infection. Staff had access to relevant procedures as well as personal protective equipment. This promoted the prevention of infection being spread.
- Specific guidance was available to all in relation to minimising cross infection risks during the current Covid-19 pandemic.

Learning lessons when things go wrong

- Accident and incidents which occurred were recorded and reviewed.
- Information relating to accidents and incidents was reported to the provider on a regular basis. This enabled the provider to further monitor incidents within the service.

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 requires improvement. At this inspection this key question has now improved to 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 and family members felt well treated by the staff team who respected their lifestyle choices. This was an improvement from the previous inspection.
- People and family members were complimentary about staff who supported them. Comments included "Staff are very responsive", "I have nothing detrimental to say about anyone", "Very friendly, treat them as a friend. Nothing is too much trouble" and, "Great deal of respect for them. They are wonderful." One person told us when they had returned home from a hospital stay, staff visited to say hello and welcome them home. This kind gesture "brought tears" to their eyes.
- People's needs and wishes were known and documented in care plans, including any characteristics under the Equality Act 2010.

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

- People had the opportunity to take part in reviewing their plan of care. One person told us they participated in regular reviews of their care plan.
- Family members confirmed they had been involved in supporting their relative to make decisions about their care and support. One family member told us, "Regular meetings, they use an interactive system to review and seek people's views."

Respecting and promoting people's privacy, dignity and independence

- People told us staff treated them with dignity and respect. Comments included, "Respectful and support positively. They respect my privacy" and "Very friendly, treat them as friends."
- People told us that staff maintained their privacy during visits.
- People told us staff offered encouragement and support to enable them to build their independence and maintain their mobility. For example, one family member told us their relative had struggled to use a piece of kitchen equipment. Staff worked with the family to enable the person to maintain their independence in this area.

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 requires improvement. At this inspection this key question has remained the same. This meant the service management and leadership was inconsistent.

At the time of this inspection there was no registered manager in post at the service. A new manager had been recruited and scheduled to begin their role in February 2021.

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

At our last inspection the provider had failed to robustly assess the risks relating to the health, safety and welfare of people. This was a breach of regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- Systems were in place for the effective monitoring of the service, ensuring quality and safety. This was an improvement from the previous inspection.
- Regular checks and audits took place within the service. For example, in relation to the management of people's medicines and care planning records.
- Regular communication took place between the provider and the acting manager of the service. In addition, the provider also audited the services records to monitor the effectiveness of the service. An action plan was in place to make changes in areas identified as needing improvement within the service.
- The acting manager understood their responsibility for notifying the Care Quality Commission of events that occurred within the service

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

- The acting manager understood their responsibilities in responding to people under the duty of candour following incidents and when things had gone wrong.
- Staff had access to guidance developed by professional organisations. For example, the National Institute for Care and Health Excellence (NICE).

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

- Arrangements were in place to engage and involve people using the service. For example, people were

asked to complete a survey about the care and support they received. The next survey was scheduled to take place in January 2021.

- People were invited to attend regular joint meetings with representatives from the service and the housing services responsible for their accommodation. Due to the Covid-19 pandemic, these meetings had been disrupted.

Continuous learning and improving care; working in partnership with others

- Staff worked alongside healthcare professionals; local authority commissioners and housing services to support people with their care.
- Staff had access to on-line training facilities to maintain up to date knowledge and best practice.