

## Ashram Housing Association Limited

# Kalyan Ashram

### Inspection report

245 Watford Road  
Sparkbrook  
Birmingham  
B11 1QJ  
Tel: 0121 256 1406  
Website: [www.ashramha.org.uk](http://www.ashramha.org.uk)

Date of inspection visit: 09 July 2014  
Date of publication: 12/01/2015

### 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 

### Overall summary

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 and to pilot a new inspection process being introduced by CQC which looks at the overall quality of the service.

The inspection was announced two days before we visited the service. Giving notice ensured we got to meet

and speak with as many of the people using the service and the staff that support them as possible. This meant we were able to get their direct feedback about the service.

Kalyan Ashram is a complex of 24 individual flats and bed sits. This was a specialist service providing support to people of the Asian community who may require help because of dementia, old age, physical disability, sensory impairment, mental ill health or learning disability. People had their own tenancy agreement for the accommodation they occupied. At the time of our

# Summary of findings

inspection seven of the 24 tenants were receiving help with their personal care. There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider

The service was last inspected in January 2014 and at that time we found it was compliant and meeting the needs of the people using the service.

We found that people were receiving a good level of care and support from Kalyan Ashram. People told us they liked being supported by staff who understood their language, culture and faith.

We found that people were safe and being protected from the risk of harm. People told us they felt safe. We found that the manager had systems in place that would identify risks to people's safety. Staff we spoke with told us the service would pass the "mum test." That meant they would be happy for a relative of theirs to use the service.

People told us they liked and trusted the staff, some of whom had worked at Kalyan Ashram for many years. Staff we spoke with had in depth knowledge about people's care needs, and were also able to tell us about people's life history and friends and family who were important to each person.

People told us they liked the independence that the service enabled them to maintain. People told us that the service was flexible and the times and lengths of calls could be adapted to meet people's individual needs

The manager of Kalyan Ashram had worked at the service for several years and had got to know people's needs well over that time. People told us the manager was approachable and supportive. People using the service had opportunities to get involved in the running and development of the service. This included attending focus groups, completing questionnaires and by approaching the staff or the manager directly.

# 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 safe?

The service was safe. People we spoke with told us they felt safe and had no concerns for their safety at Kalyan Ashram. We found that systems including recruitment, training, risk assessing and spot checks were in place to protect people and promote people's freedom.

Good



### Is the service effective?

The service was effective. People told us they enjoyed a good quality of life and received the care and support they required when they needed it. Everyone told us that they appreciated being supported by staff that understood their cultural needs and could communicate in their chosen language with them.

Good



### Is the service caring?

The service was caring. During our inspection we saw and heard staff treating people with compassion, dignity and respect. People told us that the staff were always kind.

Good



### Is the service responsive?

The service was responsive. We found that the service was organised in a way to meet people's individual needs. Each person had a plan of care that was specific to them. People using the service, staff and records showed that the amount and type of support provided had changed to meet people's changing needs, for example increasing the monitoring and support to a person to cover a period of ill health.

Good



### Is the service well-led?

The service was well led. People benefitted from a service that was of a high quality and person centred. There was a clear leadership structure which people using the service, their relatives and staff we spoke with understood.

Good



# Kalyan Ashram

## Detailed findings

### Background to this inspection

This inspection was undertaken over one day, by an inspector and an expert by experience. An expert-by-experience is a person who has personal experience of using or caring for someone who uses this type of care service. This expert had experience of caring for older people, and was able to speak a number of languages used by people within the Asian community. This ensured we got direct feedback from as many of the people using the service as possible.

Before the inspection we reviewed information we already held about this service. This included the last inspection

report, notifications sent to us by the provider and the provider information return. (PIR) The PIR is a document that gives us information from the providers perspective about the service.

During the inspection we spoke with six of the seven people using the service, the two care staff on duty, the manager and reviewed three care records. We also looked at records about recruitment, training and health and safety. After the visit we contacted three relatives and three healthcare professionals who supported people at Kalyan Ashram to obtain their feedback about the service. We were able to eat lunch with people in the communal area of the service and talk to people in small groups about the activities and food on offer.

# Is the service safe?

## Our findings

People told us they felt safe using the service provided by Kalyan Ashram. People we spoke with who knew the service told us that it passed the “mum test.” This meant they would be happy for a member of their family to use the service provided. Comments we received included, “My relative is very happy there. He likes the routine and knows the staff well” and “I have nothing to fear.” The provider had undertaken a survey earlier in 2014 and all of the people that responded said they were satisfied or very satisfied that they were being kept safe from harm.

Staff we spoke with told us they received regular training and updates in the areas of safeguarding, whistleblowing and the Mental Capacity Act. (MCA) The manager was aware of his responsibilities under the MCA and demonstrated the required knowledge to identify and make a referral under the act if this was required. Staff we spoke with were aware of their responsibilities to safeguard people and the staff showed a zero tolerance for abusive practices. Records of training showed that most care staff were up to date with training but that some updates were required in the near future to keep staff knowledge refreshed and up to date. The manager confirmed this had been booked.

Staff we spoke with were aware of people’s needs. They could tell us about people’s risks and the monitoring people required. Staff were able to explain how they undertook monitoring of people who were unwell or unable to move from their chair or bed for reasons of ill health or disability. We saw that people had call bells and could summon assistance in the event of an emergency

and people confirmed that staff would come quickly in the event of them pressing for assistance. One person we met showed us the buzzer, explained how it worked and told us, “If I use it staff are quick to respond.”

The care some people required could present a risk to them or to the staff who were supporting them. We found that activities such as moving and handling had been risk assessed to ensure these were undertaken as safely as possible. People and their relatives told us they were satisfied with the way they were supported to move, however records showed that moving and handling and hoist training was required for the majority of staff.

Most of the staff team had been in post for many years. We looked at the recruitment file for one member of staff who had recently joined the team. Records showed that robust recruitment practices had been used and that checks had been updated when staff remained in post for a number of years. This ensured staff were suitable or remained suitable to work with vulnerable adults.

The manager explained that the number of people receiving personal care and the times and amount of hours required to support people changed regularly depending on people’s needs. The manager was able to describe how he kept this under review and the resources he had available to ensure that adequate numbers of staff were always on duty when people needed them. We asked people using the service, their relatives, staff and health care professionals if they felt there were enough staff on duty. People told us they felt there was and their comments included, “I feel there are enough staff” and “I am very happy with all they do for (my relative) she never has to wait long for them to come to her.”

# Is the service effective?

## Our findings

We found that people were satisfied with the care and support they were receiving. People told us some of their long term health needs had improved or stabilised since they had started receiving support from Kalyan Ashram. One relative told us, “They have done a fantastic job helping (my relative) back to good health.”

People we spoke with, including people using the service, their relatives, staff and health care professionals told us that most of the staff team had worked for Kalyan Ashram for some time. We were told the use of temporary staff was rare. This meant people could be confident they would be supported by staff that were aware of their needs and were able to talk with them in their preferred language.

Staff told us that they received regular training and updates. However staff training records showed training in some areas was overdue. Staff told us that they received training in subjects that helped them to provide care safely but which also gave them the skills and knowledge they needed to meet the specific needs of the people they were supporting. “I am confident I can meet the needs of people here. I would just ask if I felt I had a gap in my knowledge.”

Staff we spoke with were aware of which people were at risk of not eating or drinking enough. The staff were able to describe how they monitored this, encouraged people with their eating and drinking and recorded this if necessary so their intake could be monitored across the day. We saw records that confirmed this was being undertaken as described. We saw evidence that relevant healthcare professionals were supporting people with eating and drinking when needed and people were being supported to supplement their diet if the doctor prescribed this.

Most people were able to manage their healthcare independently, or with support from their family. However staff from Kalyan Ashram were able to help people with healthcare appointments if needed. The manager shared examples of how staff had supported people to attend appointments or to be assessed and treated at home. People, their relatives and health professionals told us they felt support with healthcare was good, and their comments included, “My relative is helped to see all of the health professionals, they just call me if there is a problem” and “They call me if they need to call the doctor. I am confident they look after her really well.”

# Is the service caring?

## Our findings

During our visit we saw and heard staff treating people with compassion and kindness. Staff we spoke with talked with passion about the people they were supporting. Both members of staff we spoke with told us they cared for people as they would wish to be cared for, or as they would like a member of their family to be cared for. Staff were able to explain about people's needs, and were knowledgeable about people's family and their life history showing they valued and had got to know people in detail. Relatives we spoke with praised the standard of care and their comments included, "My relative loves the carers, she is always pleased to see them and has a great big smile on her face" and, "It is easy here. I feel relaxed."

People using this service were all members of the Asian community and told us they appreciated that the staff who were supporting them shared the same culture. This meant people could be confident staff would understand their specific requirements relating to their faith and diet for example as well as being able to communicate in the person's chosen language.

We were informed that every person receiving a personal care service from Kalyan Ashram had an individual plan of care. During our inspection we looked at three of these. We found that the plans had been written for each person and documented the specific care and support needs people had. The care plans informed staff how the person liked their needs to be met. People using the service and their relatives told us they had been involved in developing the care plans and were regularly invited to a review to ensure the care plan reflected the person's needs and wishes.

During our visit we heard people being called by their preferred name and saw staff knocking on people's doors before they entered their flats. Staff we spoke with were able to describe how they protected people's dignity when providing personal care. This included covering people up, closing doors and curtains and explaining to people what care was going to be given. People using the service told us they were happy with this area of their care and earlier in 2014 all of the people responding to a survey issued by the provider said they were satisfied or very satisfied that staff treated them with dignity and respect.

# Is the service responsive?

## Our findings

We found that people benefitted from a service that was meeting their individual needs. People we met and information we received from staff and the manager identified that the level of support and the way people needed to be cared for was very different for each person according to their needs, wishes and the support some people received from their family. Staff were able to explain people's individual needs and had detailed knowledge about each person and how they liked their care to be provided. People and their relatives told us they were regularly asked for their views about the care offered. The manager said he would often ring relatives or call into the flat of people receiving care to ensure that all was well. This enabled him to review and amend the plan of care if needed.

Staff we spoke with were aware of people's care plans but told us they would usually start a care call by asking the person how they were and what help they required. This ensured the person was in control as far as possible and got the help and support they needed. Staff told us, and we observed care records that showed staff did not wake people up, but came back to the person later if they found them asleep. This showed people were receiving care and support when they needed it.

People living at Kalyan Ashram were supported when needed to stay in touch with their family. We found that arrangements were in place to support people to maintain their faith, to celebrate religious festivals and to make and maintain friendships with people who had similar interests. The premises of Kalyan Ashram included two communal areas where people could meet, undertake planned activities or eat. If people wished staff were available to support them attend activities at local community venues, and to pursue new hobbies including exercise and gardening.

The manager explained how links were being developed with national agencies that promoted best practice for people with dementia and mental ill health. These links ensure that the service would develop in ways that best meets the specific needs of the people it supported.

People we spoke with told us they were able to raise ideas and concerns at any time. The manager told us he operated an "open door policy" and during our inspection we saw people approach the manager and staff on duty freely and without hesitation. There was a complaints policy, although no complaints had been made since our last inspection. People confirmed this was because they were happy with the service and told us, "I have nothing to complain about" and "There's no problems. I can talk freely at any time to the staff and the manager."



# Is the service well-led?

## Our findings

We found that people were receiving a service that was well led. People using the service, staff, relatives and health professionals we spoke with told us, “It is a good place to work. The manager ensures we are all safe and happy, staff and residents” and, “The manager is on the case. He is very busy but any matter of concern to us he sorts it out straight away.”

People told us they had opportunity to contribute to the development of the service. Regular focus groups were held where people had opportunity to raise ideas or concerns. These also provided an opportunity for the manager to consult with people about issues that affected everyone.

Staff we spoke with told us the manager and provider were both receptive to comments and suggestions. They said they would feel confident to raise even difficult matters with the manager without fear.

Our records showed this service had consistently met the regulations required by law in recent years and we found it was continuing to meet the needs of the people it supports. There was an established registered manager in

post who knew the service and the people it was supporting well. We found there was an established leadership structure in place that made sure the service was organised and well run in the manager's absence. The manager told us the service had been running at full capacity and that there was a list of people waiting to commence use of the service if there was a vacancy. This indicated the service was well led and meeting the needs of the people it was supporting.

The manager had a system in place to record incidents and accidents that happened within Kalyan Ashram. The reports of such events were then passed to the provider who undertook a review of all reports and looked for patterns to identify if changes were needed to reduce or remove the likelihood of such an incident re-occurring. Reports from a number of locations operated by the same provider were made available to the manager of Kalyan Ashram to ensure good practice was shared as widely as possible.

The manager had a number of quality audits and checks in place to ensure they were fully aware of the service being delivered and were satisfied it was meeting their own expectations and those of the people using the service.