

Standon House Limited

Standon Gardens

Domiciliary Services

Inspection report

12 Standon Gardens
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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

We inspected this service on 14 January 2016. This was an announced inspection and we notified the provider two days before our inspection, in order to arrange home visits with people who used the service. Our last inspection took place in November 2013 and at that time we found the provider was meeting the regulations we looked at.

Standon Garden consists of two blocks of apartments and there are 25 apartments; this includes four two bedroomed apartments and 21 one bedroomed apartments. People can own or rent their apartment and purchase care hours separately. At the time of our inspection, 13 people were receiving personal care support from the provider. Other people received a service to check on their welfare but this was outside of our regulations.

There was a registered manager in 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.

People felt safe when they received care. Risk assessments identified action to be taken to minimise the chance of harm occurring to people and staff understood this. Staff understood how to recognise potential harm and protect people from abuse and knew how to report concerns. Recruitment checks were made to confirm staff were of good character to work with people and sufficient staff were available to meet people's support needs.

People had capacity to make decisions about their own care and their consent was sought before staff provided care and support. People received an agreed level of staff support at a time they wanted it. People were happy with how the staff supported them and were helped to take their medicine as prescribed.

There was a small team of staff who had the skills to meet their needs. People knew who was delivering their support and the provider was flexible and responsive to changes in people's needs. Staff knew people well and people retained their independence and managed their own health care.

People chose how support was delivered and they were involved in the review of their care. People were positive about the way staff treated them and staff were kind and compassionate. Staff listened to people's views and people knew how to make a complaint or raise concerns.

The provider had systems in place to assess and monitor the quality of care and encouraged people and their relatives to give their feedback and used this to drive improvements.

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.

People felt safe when they received care. There was an on call system for people to ring in the event of an emergency. Risks to people had been assessed and there was information about action to be taken to minimise the chance of harm occurring to people and staff. There were sufficient staff available and recruitment procedures were in place to ensure people were suitable to work with people.

Is the service effective?

Good ●

The service was effective.

Staff sought people's consent when providing support and people were able to make decisions about their care. Staff knew people well and had completed training so they could provide the support people wanted. Where the agreed support included help at meal times, this was provided and food was prepared for people.

Is the service caring?

Good ●

The service was caring.

People and their relatives were positive about the way staff provided their care and support. The staff were kind and compassionate and provided support in a respectful and dignified way.

Is the service responsive?

Good ●

The service was responsive.

People were involved in the review of their care and decided how they wanted to be supported. People felt able to raise any concerns and staff responded to this to improve the support people received.

Is the service well-led?

Good ●

The service was well-led.

People were happy with the support they received and were asked how they could improve the support and service. Staff were supported in their role and felt able to comment on the quality of service and raise any concerns. Systems were in place to assess and monitor the quality of care to bring about improvements.

Standon Gardens Domiciliary Services

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 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.

This inspection visit took place on 14 January 2016 and was announced and carried out by one inspector. The provider was given two days' notice because the location provides a domiciliary care service and we wanted to make sure we had an opportunity to speak with people and staff were available to speak with us.

On this occasion we did not ask the provider to send us a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. However we offered the provider the opportunity to share information they felt relevant with us.

We used a range of different methods to help us understand people's experience including visiting five people in their homes, speaking with one relative, four staff and the registered manager.

We looked at three people's care records to see if their records were accurate and up to date. We also looked at records relating to the management of the service including quality checks.

Is the service safe?

Our findings

People told us they felt safe when they received care and were satisfied with the security arrangements for their home. There was a secure entry gate at the front of the property and the building had an electronic entrance that people opened via their intercom system. Each person had a key to their own apartment. One person told us, "If I was living anywhere else I would probably worry, but I don't here. I know I'm safe and it's lovely to know there are staff about if I need them." Each person wore an alarm pendant that could summon support from staff in the event of any emergency. One person told us, "The staff remind us to call them if we need to. If the alarm goes off they call us on the phone to check we are alright." A member of staff told us, "If people don't answer the phone we assume they need immediate help and go and visit them. It doesn't matter if it's a false alarm, we just need to make sure people are okay."

Staff knew people well and described how they recognised possible abuse or neglect. One member of staff told us, "We've all undergone training for safeguarding and if we were aware of anything we'd act on it. There have not been any issues here but if we noticed anything, I would tell the person what I was doing. I would let them know that I needed to pass on this information to keep them safe." There had been no safeguarding incidents since our last inspection.

There was sufficient staff to provide people with the agreed level of support and was organised flexibly to meet the agreed support needs of people who used the service. There was one member of staff on duty throughout the day who was supported by a senior carer; this enabled them to provide all the support to people. Additional staff were provided where people needed the support of two staff or had requested additional support. During the night, there was an emergency cover provided on the site. Agency staff were not used and one member of staff told us, "It's much better for people to receive care from people they know. There are enough of us to be able to cover any shifts." People told us they always knew the staff that supported them and staff came to them at the time they expected the support. Where staff may need to provide support at a different time or were going to be late, they contacted the person in advance.

Risks to people's safety had been assessed staff knew how to provide support to reduce the risk of harm to people. People had personal equipment to help them to mobilise independently. One person told us, "The girls always make sure they leave my walking stick and frame near me so I can get about. If I was worried I would stay where I was and call them first." Assessments of risks included how to minimise the risk of falls. One person told us, "I used to worry about falling but now I don't. I feel a lot safer here knowing the staff are around and can help if I need it." One member of staff told us, "People are generally quite independent but they know if they want help they can get it."

At the beginning of each shift there was a handover where they discussed people's welfare. Staff told us this included people's health and whether there had been any incidents and any care that was needed during the next shift. One member of staff told us, "Things can change from day to day so it's important we know if anything is different or changes. Like if people have gone out, so we don't worry."

There was a small stable team of staff and where new staff were recruited we saw checks were carried out.

These checks included requesting and checking references of the staffs' characters and their suitability to work with the people who used the service. We spoke with one person who had recently started working in the service. They told us the provider had taken out appropriate references and had confirmed their identity. Checks had been carried out to ensure they were suitable to work with people.

Is the service effective?

Our findings

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. The application procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the provider was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty were being met. Staff told us that all the people who used the service had capacity and were not subject to any restrictions. The staff understood where people no longer had capacity that decisions could be made in their best interests and they had received training for MCA. One member of staff told us, "It's about people having the ability to make informed decisions for themselves. It's there to protect people. I understand that people can lose capacity and sometimes this can be temporary, like when they may have an infection, so we need to think about that too." We saw people who used the service did not have any restrictions and could live independently. One person told us, "I just go out when I want and come back when I want. There are never any problems."

New staff received an induction into the service and this included training for the skills people would need. We spoke with one member of staff who had recently been recruited to the service and they told us, "I was given so much support when I started. I'm really pleased I chose to work here. I did an induction which covered everything I needed to know." The induction covered policies and procedures and one member of staff told us, "The policies are there to be looked at and referenced and can help with the induction. You get time to learn about what to do when you start and new staff are given opportunities to shadow experienced staff for the first four weeks. It doesn't matter how experienced new staff are, we insist on this so they can get to know people and we can make sure they do it right."

People who used the service had a small team of staff who visited them. People told us they felt at ease with these staff and were confident they knew how to provide the care and support they wanted. One person told us, "I always know who will be visiting me as the staff let me know. There isn't anybody I don't know well and I feel comfortable with all the staff." Another person told us, "The staff are very good and look after us. If we want to talk about anything, they are always there and can always sort things out."

The provider managed a residential service next door to this service that provided meals for people upon request. People told us they had a copy of the daily menu and could choose the meal they wanted. One person told us, "The staff bring me the menu and I can choose what I want. There's usually something I like to eat and the food is very good. The staff bring this over and it's so much easier than having to cook for yourself and all that mess. It's one of the good things about it here. They have a service for everything. They cater for us very well." Some people were supported to prepare their own meals. One person told us, "My daughter arranges for my shopping to be delivered here and the staff put it away for me. I always have what I

need and the staff are very helpful and cook the food for me."

People retained responsibility for managing their own health care and could register with a GP of their choice. One person told us, "If I'm not feeling very well, then I just call the doctor and they can come out to see me. I manage very well on my own and can sort it all out." A relative told us, "The staff are very good here. If they notice any changes in [person who used the service]'s health they call the doctor. It's another thing that gives us peace of mind." A member of staff told us, "Some people like us to go with them to health appointments and that can be arranged. We try to be flexible and provide the service people want."

Is the service caring?

Our findings

People told us they were treated with kindness and respect, that staff were polite, friendly and always pleasant. One person told us, "I am so lucky to be here. I have a lovely home and the staff are marvellous." A relative told us that the staff were courteous and respectful when providing care and told us, "There's not a bad one here. They always knock before they come in and they now know [person who used the service] so well. They notice the little things and care enough to say if they are worried. I recommend this place to anyone; it's second to none."

Staff knew how people wanted their support and people told us that staff offered choice wherever possible, and gave them time to make those choices. One person told us, "They don't assume anything and always ask what I want. I appreciate all their help as it means I can stay in my home."

Staff recognised the importance of not intruding into people's private home and respected people's homes and belongings. We saw when staff entered people's homes they rang the bell and waited until they were invited in. The staff were friendly and spoke with people before they provided any care and asked about their day and if they were well. One person told us, "It's lovely to hear them and they are always so cheerful. They make my day."

People told us the staff asked for their consent when carrying out any personal care and were respectful. One relative told us, "The staff always make sure [person who used the service] is comfortable when they help them. I hear them asking if they can go ahead and they take their time. [Person who used the service] is never rushed." One person who used the service told us, "The staff ask me what help I want. I have my records here but depending on my mood I may want something different. It's never a problem."

People told us staff were respectful and polite and we saw staff and people interact in a friendly way. We observed the people were relaxed in the company of the staff who were supporting them. One member of staff told us, "We are a small team so get to know people really well and many of us have worked here for many years. I like to think that people get more from us because we know them so well. We see their family and can talk about what is important. Some people wouldn't see anybody if they were in their own home in the community. Here we see people every day and this helps people to feel less isolated."

Is the service responsive?

Our findings

People had agreed how they wanted to be supported and had a copy of their care records and support agreement in their home. People told us the support had been agreed with them when before they started using the service. One person told us, "I can't believe how lucky I was to find this place. I have a wonderful home and all the support I want. I couldn't imagine living anywhere else." A relative told us, "All the care was agreed and there's not an hour goes by that [person who used the service] doesn't see a member of staff. If they need more care then we just ask and it's provided. They are very flexible and it's lovely how flexible they can be." People's support was reviewed monthly and the quality of the staff support was discussed with people. One member of staff told us, "We meet with people each month and go through everything. It's an opportunity to review their agreed care as well as ask how they are and if everything is alright." Where changes were made, the support plan was reviewed to reflect the changes.

There was a small team of staff who supported people and they told us they knew who would be providing the support. One person told us, "The staff always let me know who will be visiting. I know them all so well so I don't mind who it is." People told us that staff provided their support at a time that had been agreed. Each month the amount of support provided was reviewed to ensure people received what they had agreed to. One person told us, "There's only been a couple of times they have been five or ten minutes late, but that's fine as I know they are in the building. They always tell me if they were running late they'd call and I have my phone, so I could speak to them if I was really worried."

In the communal gardens there was a log cabin which was used as a community room for events such as organising birthdays or for celebrations. Twice a week people organised social events for people living in the apartments and were responsible for their own catering. One person told us, "We all get together and sometimes just chat or have a drink together. It's good to be able to see people and be sociable. You don't have to go but it gets me out, so I usually do." People were responsible for organising their own activities and maintaining their interests. One person told us, "The library van visits each month so I can get new books; that's important to me." People told us that there were no restrictions and they could leave and return when they wanted. One person told us, "It's my home here and my family comes and stays and it's no different from when I just lived in my other home. Nobody bothers you if you don't want them to; you carry on with your life."

People were able to raise concerns or make a complaint if something was not right and were confident their concerns would be taken seriously. One person told us, "The staff are all so approachable that I'd just say if there was anything wrong. I've never had to say anything but I know they would sort it straight away." People had a copy of the service's policy which provided information on how to make a complaint. The provider had not received any formal complaints since our last inspection and senior staff were confident that all concerns would be addressed promptly.

Is the service well-led?

Our findings

Staff and people were positive about the leadership and management of the service and staff felt valued and supported by the provider. One member of staff told us, "The manager and senior support are always around. The manager is always on the end of the phone and they always want to hear from us. If anything is bothering us, it is all cleared up on that very day."

Staff told us they were proud to work within the service and one member of staff told us, "We offer good care and provide a good team. We do a lot of lone working but there's always someone around to support us. As we are such a small team, we know each other really well and people tell us they like it that way." In previous years, the staff had been nominated for a care award and received formal recognition of their work. One member of staff told us, "It was an honour to be nominated, especially as it was from people who live here and their relatives. It meant a lot to us that they liked the support they received and felt we deserved an award."

Quality assurance checks were carried out including physical checks in people's homes to ensure equipment and nurse call system was safe; this was checked to ensure that people could contact staff in the event of an emergency. Fire extinguishers and the fire alarm were checked and in the event of a fire, the procedure was for people to remain in the safety of their apartment until the fire brigade arrived unless they were in immediate danger. We spoke with one person who told us, "I know I should wait here if the alarm goes off and the fire brigade will come out."

A record kept of when people receive their medication and when medicines were due to run out. Twice a month an audit was carried out and staff checked the quantity of tablets matched the number people should have. People had their medicines dispensed into a blister pack and one member of staff told us, "If anything was wrong an investigation would be carried out to find out if this was because of an error or if people hadn't had their medicine. We help four people to have their tablets and all the staff have had training. We've never had any errors." Staff told us that medication competency checks had been introduced to ensure they were giving people their medicines correctly and this was discussed during formal supervision as part of their development.

Staff knew about the whistle blowing procedure and were confident about reporting any concerns or poor practice to their managers. One member of staff told us, "If I worked with anyone and saw something, I'd definitely say something and I know the managers would support me. If I was worried about anything, I'd just speak up, but there's never been anything of concern."

People were consulted about the quality of their care during the monthly review of their support and were also asked about their experiences through an annual quality review within questionnaires. The responses were analysed and information was fed back to people. One person told us, "They ask how you are and if you are happy with everything. They ask us all the time 'how things are' and 'if the food is good'. They don't have anything to improve on as everything is how I like it." We saw the information had been analysed and identified there were no significant areas that people wanted to improve.

