

Creative Support Limited

Creative Support - Blackpool Service (Learning Disabilities)

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?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

What life is like for people using this service:

People who received support in their own homes or a supported living house and their relatives told us they felt safe and protected in the care of Creative Support staff.

People who lived in supported housing and in the community, were 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. We found the management team had obtained each person's consent to care, or their representatives where this was applicable.

Staff responsible for assisting people with their medicines had received training to ensure they had the competency and skills required.

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.

Care plan information focused on a person-centred method of supporting people. Also, information contained what support was required to maintain their independence within their own home and in supported living houses.

During the inspection visit to supported living houses we observed staff being kind and attentive to people in their care. They were caring, patient and respectful. One relative commented, "They are great and caring towards everyone."

People supported by the service told us they were treated with respect and by caring staff.

People told us and staff confirmed to us there were enough staff on duty to ensure people received care in a timely way. In addition, sufficient staff were deployed so that people had opportunity to access a wide range of activities including access to the local community settings.

The management team used a variety of methods to assess and monitor the quality of the service. These included staff meetings, spot checks and surveys to seek people's views about the service provided.

There was a complaints procedure which was made available to people and their family when they commenced using the service. People we spoke with told us they were happy with the support they received.

More information is in Detailed Findings below.

Rating at last inspection:

Good (report published 16 May 2016).

About the service:

Creative Support provides care and support services for people with learning disabilities and other complex needs. The service is involved in providing community and outreach Support and supported housing. The domiciliary agency office is based close to the town centre in Blackpool. The agency cares for adults with learning disabilities in supported houses and outreach support for people living alone or with families. The agency supports people in Fleetwood, Cleveleys and Blackpool. The service provides care and support varying from short visits to 24 hours a day support. At The time of the inspection visit the service supported 59 people in supported houses and in their own homes.

Why we inspected:

This was a planned inspection based on the rating at the last inspection. The service remained rated good overall.

Follow up:

We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme or if any issues or concerns are identified.

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 effective?

Good ●

The service was effective
Details are in our Effective findings below

Is the service caring?

Good ●

The service was caring
Details are in our Caring findings below.

Is the service responsive?

Good ●

The service was responsive
Details are in our Responsive findings below

Is the service well-led?

Good ●

The service was well-led
Details are in our Well-Led findings below.

Creative Support - Blackpool Service (Learning Disabilities)

Detailed findings

Background to this inspection

The 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.

The inspection team • Consisted of an adult social care inspector and an expert by experience. An expert by experience had experience of caring for someone who uses this type of care service. The expert by experience had a background supporting older people.

Service and service type • This service provides personal care to people living in their own homes and flats. It also provides support for people living in supported living settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises for supported living; this inspection looked at people's care and support.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection • This comprehensive inspection visit took place on 04 and 5th December 2018 and was announced. The provider was given 48 hours' notice because the location provided a domiciliary care service to people who lived in the community. We needed to be sure that we could access the office premises.

What we did preparing for and carrying out this inspection • Before our inspection we completed our

planning; tool and reviewed the information we held on the service. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people supported by the service and previous inspection reports.

We also checked to see if any information concerning the care and welfare of people supported by the service had been received. We contacted the commissioning departments who used the service. 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.

During the inspection visit we spoke with a range of people about Creative Support and visited two supported houses. They included 11 people who used the service, the registered manager, area manager and the care co-ordinator. We also spoke with four relatives of people who used the service, nine support staff and two social care professionals. In addition, we spoke with two senior care staff who managed supported houses.

We looked at records relating to the management of the service. We did this to ensure the management team had oversight of the service and they could respond to any concerns highlighted or lead the agency in ongoing improvements. We also looked at staffing levels and recruitment procedures for staff and focussed on how staff provided care within the supported homes.

Is the service safe?

Our findings

People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes

- The service had safe, effective safeguarding systems in place and all staff spoken with had a good understanding of what to do to make sure people were protected from harm. One staff member said, "We have had loads of safeguarding training so we know the process and the whistleblowing procedure."
- The management team completed risk assessments to identify potential risk of accidents and harm to staff and people in their care. Risk assessments provided instructions for staff members when they delivered care for people in the supported houses. Risk assessments included the environment, health and safety and infection control.

Assessing risk, safety monitoring and management

- Staff understood where people required support to reduce the risk of avoidable harm. Care plans we looked at contained explanations of the control measures for staff to follow to keep people safe and reduce risk of accidents and incidents.

Staffing levels

- We looked at how the service was staffed and found appropriate arrangements were in place. People supported in the community and in supported houses by the service received rotas informing them of staff that would be supporting them. Staff told us they felt the supported houses were staffed well to ensure people received appropriate support and were kept safe. A relative said, "We know he is supported well and kept safe. It makes us feel better that lots of staff are around to help [relative.]" A person who used the service said, "Staff are always on time or if they are late it's only a few minutes, they always knock or look through my window."
- The management team had the same good systems for recruiting staff in place from the previous inspection. Two recently recruited staff records we looked at confirmed this.

Using medicines safely

- We looked at medication records in supported houses we visited and found people's medicines continued to be managed safely. Staff who administered medication did so at the correct time they should and had received appropriate training. One staff member said, "Yes you have to have to had training to give out medicines to people." A person who used the service said, "I need help with my medication as I have epilepsy, the staff always make me a cup of tea to take my tablets, they are always on time."
- Medicines were managed in line with The National Institute for Health and Care Excellence (NICE) national guidance. This showed the service had systems to protect people from unsafe storage and administration of medicines.
- Where people were prescribed medicines to take 'as and when required' there was detail to guide staff on when to administer them. The registered manager had good systems and up to date records in line with current good practice.

Preventing and controlling infection

- If required staff told us there was sufficient personal protective equipment, such as disposable gloves and aprons to maintain good standards of infection control. One staff member said, "If needed in all the houses there is sufficient equipment available."

Learning lessons when things go wrong

- We looked at how accidents and incidents were managed by the management team in supported houses. The registered manager had a record of, accidents and incidents for each supported living home. They detailed the nature of the incident, time and action taken to resolve it. When accidents occurred any accident or 'near miss' was reviewed so that lessons could be learnt and to reduce the risk of similar incidents.

Is the service effective?

Our findings

People's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on best available evidence.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law.

- We found by talking with people who used Creative Support and relative's, assessments of people's needs were comprehensive. Care plans we looked showed expected outcomes were identified and ensured promoting people's independence would be a priority. One relative said, "We assessed everything when [relative] went to live in [supported house]. [Relative] has come on a bomb since then and does a lot more for themselves with help from the staff."
- Care and support was regularly reviewed we confirmed this by looking at care records.

Staff skills, knowledge and experience

- We spoke with staff and found they had a wealth of experience and were competent, knowledgeable and skilled. A relative told us, "They are very good at supporting people and from what we see they do a lot of training." A staff member said, "We have a good training systems and trainers so there is no issue."
- Training schedules looked at demonstrated a comprehensive training programme for all staff. Creative Support had a programme of mandatory training. For example, they included, safeguarding, food and hygiene and infection control. They also provided opportunities to further their skills by undertaking professional qualifications. Staff spoke with confirmed this.

Supporting people to eat and drink enough with choice in a balanced diet

- Care plans seen confirmed people's dietary needs had been assessed and support and guidance recorded.
- People we spoke with told us they were happy with the support they received with their meal preparation. People who lived in supported living homes were involved in preparation and shopping for food. One person said, "We are having curry tonight lovely and will help out a bit." Staff informed us they had completed food and hygiene training to ensure they were confident with meal preparation.

Staff providing consistent, effective, timely care

- We found evidence the registered manager and management team was referencing current legislation, standards and evidence based on guidance to achieve effective outcomes.
- People received effective support from staff at Creative Support because they were supported by trained staff who had a good understanding of their needs. A person who lived in supported housing said, "The staff are great and they know me well."

Ensuring consent to care and treatment in line with law and guidance

- We looked at how the service gained people's consent to care and treatment in line with the Mental Capacity Act (MCA). We saw written consent to care and support had been recorded on people's care records by the person.
- The Deprivation of Liberty Safeguards (DoLS) do not currently apply in settings such as domiciliary care

where people are resident in their own homes. However, the management team were aware of (DoLS) for people living in supported houses. Staff demonstrated a good awareness of related procedures and they told us training was provided.

Adapting service, design, decoration to meet people's needs

- We looked at what arrangements the management team had taken to identify record and meet communication and support needs of people with a disability, impairment or sensory loss. Care plans seen identified information about whether the person had communication needs. These included whether the person required easy read picture format or large print reading.
- We visited supported houses and found personal belongings and furnishings were evident in individuals bedrooms. One person who lived in supported housing said, "I chose the wallpaper and all the pictures they are good aren't they?"

Is the service caring?

Our findings

The service involved people and treated them with compassion, kindness, dignity and respect.

People were supported and treated with dignity and respect and involved as partners in their care.

Ensuring people are well treated and supported

- When we visited supported houses, we observed staff had a kind, compassionate and respectful approach to people they supported.
- People and relatives, we spoke with confirmed staff were kind, approachable and cared for their relatives. One relative said, "The way they treat [relative] is fantastic. The biggest compliment for them is when [relative] is not their he does miss them terribly." Another relative said, "They are great and caring towards everyone."
- Care records reflected important information in relation to each person's dignity and privacy. It was evident care records and the ethos of staff was to ensure support planning was personalised and focused on retaining and promoting people's independence.

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

- Care records we looked at contained evidence the person or a family member had been involved with and were at the centre of developing their care plans in the supported houses. Also, what support was required to maintain their independence within their own home.
- Records contained information about people's current needs as well as their wishes and preferences. A relative we spoke with said, "We were involved with [relative] to make the decisions about how we expected things to be."
- There was information available about access to advocacy services should people require their guidance and support. For people living in supported housing there was information details for people and their families if this was required. This ensured their interests would be represented and they could access appropriate services outside of the service to act on their behalf if needed.

Respecting and promoting people's privacy, dignity and independence

- When we visited a supported living home we observed staff there consistently engaged with people in a kind and supportive manner. They interacted in ways that demonstrated they knew the person and what interested them. They enjoyed their company and sat and laughed and chatted with them.
- It was clear from our observations and discussion with people who used the service, relatives, staff showed a good awareness of the importance of treating people with respect and maintaining their dignity.
- Staff had a good understanding of protecting and respecting people's human rights. They talked with us about the importance of supporting people's different and diverse needs. Care records seen had documented people's preferences and information about their backgrounds. Additionally, the service had carefully considered people's human rights and support to maintain their individuality. This included checks of protected characteristics as defined under the Equality Act 2010, such as their religion, disability, cultural background and sexual orientation.

Is the service responsive?

Our findings

People's needs were met through good organisation and delivery.

Personalised care

- Creative Support provided care and support that was focused on individual needs, preferences and routines of people they cared for.
- Care was personalised and centred on the individual. For example, details in care records highlighted how people wanted to spend their time and what activities and choices they preferred.
- People we spoke with told us how they were supported by staff to express their views and wishes. This enabled people to make informed choices and decisions about their care and support. For instance, one person was interested in sport and staff had facilitated them to attend sporting events. We spoke with the person who said, "I love [chosen sport] and can't wait to go to watch them in the new year."
- In the supported homes they had technology to assist people to have contact with family members or friends if they wished. Computers were available for people to use to communicate through skype which is an internet based communication service. In addition, people often accessed the internet to play computer games.

End of life care and support

- The service had provision for staff training in 'end of life care'. However, at present the service was not supporting people on end of life care.

Improving care quality in response to complaints or concerns

- We saw information was made available to people that described how to make a complaint if they wished and relevant steps to follow. The procedure was clear in explaining how a complaint should be made and reassured people these would be responded to appropriately. Contact details for external organisations including social services and the Care Quality Commission (CQC) had been provided should people wish to refer their concerns to those organisations.

Is the service well-led?

Our findings

The service was consistently managed and well led. The management team and the service culture they created drove and improved high quality, person-centred care.

Provider plans and promotes person-centred, high-quality care and support, and understands and acts on duty of candour responsibility when things go wrong

- People supported by the service, relatives and those living in supported houses told us the registered manager and management team were approachable and operated an organised service to their benefit. For example, comments from people included, "A well run organised company. [Relative] is looked after well and the management team ensure this."
- The registered manager and management team demonstrated a commitment to provide person-centred, high-quality care by engaging with everyone using the service and outside agencies who had involvement in Creative Support.

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements

- At the last inspection we found the service did not always inform CQC of significant events that affected the service and people they supported. We found the registered manager had improved systems to ensure regulatory requirements were now met in terms of their regulatory requirement towards CQC.
- We found the service had clear lines of responsibility and accountability. The registered manager, management team and staff were experienced, knowledgeable and familiar with the needs of 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. For example, a staff member commented, "Great management we are supported well and have a clear philosophy how the service should be run."

Engaging and involving people using the service, the public and staff

- The service had systems and procedures in place to monitor and assess the quality of their service. These included seeking views of people they support through satisfaction surveys and in easy read format and meetings.
- Surveys were distributed to people who they supported and relatives. In addition, staff completed questionnaires in relation to the service, management and how they were treated. We looked at the outcome of some responses received so far. They were positive and included for instance, 'Excellent care and support from management and staff.' Also, 'Really nice staff always on time.' The registered manager informed us in January 2019 these would be examined and where any negative comments were made, they would be analysed and acted upon.
- Staff meetings were held regularly. These included meetings for staff working in supported houses, outreach staff meetings and senior staff meetings. Staff told us they were useful and well attended and gave them opportunities to suggest ideas or voice opinions on how the service operated.
- In addition, people who used the service had meetings in supported houses. One person said, "I go regularly to speak out at the meetings with my keyworker it's called empowerment I go there every month

and we talk about everything."

Continuous learning and improving care

- The management team completed a range of quality audits to ensure they provided an efficient service and constantly monitored Creative Support. These for example included, medication, care records and staff training. This meant improvements could be made to continue to evolve and provide a good service for people.

Working in partnership with others

- Creative Support worked in partnership with other organisations to make sure they followed current practice, providing a quality service and the people in their care were safe. These included social services, healthcare professionals and social workers. A social work professional we spoke with told us the service continuously engaged with them and provided a good service for people they supported.