

SBSC Ltd

# Summon Bonum Support & Care

## Inspection report

Maidencombe Manor, Claddon Lane  
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## Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Outstanding 

Is the service responsive?

Outstanding 

Is the service well-led?

Good 

# Summary of findings

## Overall summary

This announced comprehensive inspection took place on 30 September 2018. The provider was given 48 hours' notice because they provide a domiciliary care service and we needed to be sure key people were available. The service was previously inspected on 14 April 2016 and was rated 'good' in every key question and overall.

Summon Bonum Support & Care, referred to in this report as 'the service', provided personal care support for adults who live in their own homes independently in the community. The service was based in Maidencombe Manor where eight self-contained flats were available for rent by people with support needs. These people could choose to have their support provided to them by the service or by another provider if they wished. People renting these flats held their own tenancies. The service provided support for adults with learning and physical disabilities. At the time of our inspection the services provided support to over 30 people but only 15 of those received help with personal care. CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided. We therefore focused our inspection on those 15 people. Five people receiving personal care lived in the Maidencombe Manor flats. Other people receiving personal care from the service lived in Torquay and the surrounding areas.

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.

The service had a registered manager. 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.

The service was exceptional at placing people at the centre of their care experience. People who received support from the service had access to care which was focused on what was important to them and supported them to achieve the most out of their lives. The service was passionate about helping people build confidence, reach and surpass their goals. For example, one person had been encouraged and supported to deliver their own training to staff as they were keen for staff to understand their specific individual needs. Not only did this help the staff understand this person's needs better, it gave this person the confidence to join the National Autistic Society and they now deliver speeches and training to a wide range of people, travelling across the country.

Each person had a small team of staff they knew well. The service worked hard to match support staff with the people they were supporting and their families. People were involved in selecting their staff based on personalities and interests. The service was highly flexible to ensure people could be supported in the ways

they wanted, when they wanted. People could choose which staff supported them with specific activities if they wanted and the rota was very flexible in order to ensure people could attend activities or appointments or accommodate changes in their schedule.

Staff were passionate about helping people have the best quality of life possible. Staff worked extremely closely with other healthcare professionals in order to achieve the best possible outcome for people. Healthcare professionals made comments including; "I would like to make you aware of the positive influence and commitment staff at the above provision have afforded to my numerous service users. Their commitment, clear understanding of need, personalisation and professional care and support provided has improved the quality of life of numerous service users." Staff had worked with people to reduce the number of hours of support they needed. People had become more independent, developed stronger links with the community, and had achieved huge personal goals that improved their health and wellbeing.

People were treated with the utmost respect. The management and staff cared deeply for the people they supported and their dignity. They promoted equality and diversity and supported people to feel confident and happy. For example, one person was being supported to explore their gender expression as this was an area of anxiety for them. Staff constantly thought about how people were perceived in order to avoid people feeling judged or looked down upon. The registered manager told us they wanted people being supported by staff to look as though they were out with a friend when out in the community. They had therefore decided not to issue staff with uniforms or name badges and ask people how they wanted their staff to refer to themselves if asked. Some people had asked for staff to introduce themselves to others as their PA and this was being respected. One member of staff said; "There is no one judged here. We don't have name badges to separate us from the clients. We're all the same. Just people who deserve respect. We're a family."

We received overwhelmingly positive feedback from external healthcare professionals. They made comments which included, "What they have, in my opinion is something special. The care of (the people receiving support) exceeds expectations and they genuinely treat them as family. I have only ever witnessed person centred care, tailored to each individual, the majority of which, I have had the pleasure of meeting. I have nothing but praise and admiration for the work that they do, and their hard work and commitment is evident in the happiness of (the people receiving support)", "I cannot commend this service highly enough. I have no hesitation in recommending any client to Sunnom Bonum and would commend them for the great service they offer."

Staff had access to thorough training which met their needs. The day to day manager worked hard to create training workbooks for staff by liaising with healthcare professionals and conducting research on best practice. This ensured each person was supported by staff who understood their healthcare needs and how to meet them. People were protected from risks relating to their health, medicines, nutrition and behaviours. People's individual risks had been assessed and staff had taken action to seek guidance where required and minimise identified risks. Where accidents and incidents had taken place, these had been reviewed and action had been taken to reduce the risk of reoccurrence. Staff supported people to take their medicines safely where required and as prescribed by their doctor.

People and staff benefited from a leadership team which valued staff contributions, skills and achievements. This was demonstrated by staff ideas being implemented and good work being highlighted. Staff praised the leadership team and felt supported by them. One member of staff commented; "I don't think Sunnom Bonum Support and Care get the praise they deserve. They go above and beyond for people and for staff. We're all taken out for a Christmas party every year. Every member of staff gets a birthday present every year. They promote equality and diversity. Everyone can be themselves and feel respected. The manager is lovely, it's a lovely place to work. We're more than a team. We're a family."

Staff knew how to recognise possible signs of abuse which also helped protect people. Staff knew what signs to look out for and the procedures to follow should they need to report concerns. Safeguarding information and contact numbers for the relevant bodies were accessible. Staff told us they felt comfortable raising concerns.

Recruitment procedures were in place to help ensure only people of good character were employed by the home. Staff underwent Disclosure and Barring Service (police record) checks before they started work. Staff had the competencies and information they required in order to meet people's needs.

There was open and effective management at the service led by the registered manager and the provider. Staff felt supported and valued. An audit system was in place to monitor the quality of the service people received. Records were clear, well organised and up-to-date. Unannounced checks to observe staff's competency were carried out on a regular basis.

People, their relatives and staff felt able to raise concerns or make a complaint. They were confident their concerns would be taken seriously. People told us they didn't have any complaints. Where complaints had been received they had been managed in line with the company policy.

Further information is in the detailed findings below

## 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?

Outstanding ☆

Aspects of the service were outstandingly caring.

People using the service, their relatives and external healthcare professionals felt staff were exceptionally kind and went above and beyond their expectations to meet people's needs.

Staff and management demonstrated clear respect for people and fought for their dignity. Staff encouraged people to be independent, listened to people's needs and respected their privacy.

People benefited from a strong, visible, person-centred culture. Staff had built strong relationships with their small, stable staff team.

### Is the service responsive?

Outstanding ☆

Aspects of the service were outstandingly responsive.

People received highly personalised care and support which was based on staff gaining a full understanding of their needs and wishes.

Staff were dedicated to improving people's outcomes and helping people reach and surpass their individual goals.

People were involved in developing their care plans and these described the support people needed to manage their day to day health needs.

People's communication needs were met. The service was complying with the Accessible Information Standard (AIS).

People were encouraged to make complaints where appropriate and these were acted on.

**Is the service well-led?**

The service remains good.

**Good** ●

# Summon Bonum Support & Care

## **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 was planned to check whether the provider was 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 took place on 30 September and was announced. We gave the service 48 hours' notice of the inspection visit to ensure we were able to speak with the registered manager and conduct home visits with people.

This inspection included home visits to people who used the service and their relatives. We visited the office location to see the registered manager and the day to day manager, speak with staff and review care records, policies and procedures.

One adult social care inspector carried out this inspection. Before the inspection we reviewed the information we held about the service. This included previous contact about the service and notifications we had received. A notification is information about important events which the service is required to send us by law. The provider also completed 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.

We used a range of different methods to help us understand people's experience of the service. We spoke with four people who used the service and two relatives in total. We spoke with two care staff, the day to day manager and the registered manager. We received written feedback from two relatives and seven external healthcare professionals.

We saw a range of records relating to people's care and support and looked at three people's care records in

detail. We also looked at staff recruitment, training, supervision and appraisal records for three members of care staff and looked at records relating to the management of the service, including quality audits. We also reviewed how the service supported people with their medicines.

## Is the service safe?

### Our findings

People indicated they felt safe with the staff who supported them. This was through their behaviours and communication with us. We observed people were relaxed in the company of staff and they were very open in telling us they were happy with their care. One person said, "It's very good. I love it." A relative had made the following comment in a letter to the service; "(The staff) make the boys feel safe and secure at all times, while stretching their horizons."

People were protected by staff who knew how to recognise signs of potential abuse. Staff confirmed they knew how to identify and report any concerns. Staff had received training in how to recognise signs of harm or abuse and knew where to access the information if they needed it. Safeguarding information and relevant contact numbers were displayed within the office for them to use if they needed to.

The service employed sufficient staff to enable each person to have a dedicated staff team. Staff were matched to people who used the service based on their needs and mutual interests. People knew all of the staff who supported them and new staff visited with a member of the person's staff team before visiting on their own. Staff developed positive and trusting relationships with people which helped keep them safe. They had the time they needed to provide all of the assistance the person required. If necessary, they made the time available if a person was unwell and needed extra help. Care calls were not missed or shortened and people received the service they expected.

Recruitment practices at the service ensured that, as far as possible, only suitable staff were employed. Staff files showed the relevant checks had been completed. This included a disclosure and barring service check (police record check). Proof of identity and references were obtained as well as full employment histories, this protected people from the risks associated with employing unsuitable staff.

People who used the service had a variety of needs relating to their learning and physical disabilities. People's needs and abilities had been assessed prior to receiving support and risk assessments had been put in place to guide staff on how to protect people. The potential risks to each person's health, safety and welfare had been identified and staff had used specialist guidance to ensure these risks were minimised. For example, one person was on a calorie and fluid controlled diet. Staff had created specific work books for staff based on professional guidance in order to ensure this person received person centred care which kept them safe.

People were supported safely with their medicines and told us they were happy with the support they received. People were encouraged to manage their own medicines if they wanted to and if they had been assessed as safe to do so. The service supported people to be as independent as possible in managing their own medicines. One person proudly told us how they managed their medicines and were encouraged to do so by staff. They said; "I do it all myself."

Arrangements were in place to deal with foreseeable emergencies. The registered manager had a plan of the

action to be taken if events such as severe weather conditions and staff shortages affected the visiting schedule. Visits to people who may be at risk were prioritised.

Where accidents and incidents had taken place the registered manager had reviewed these and taken action to ensure the risks of reoccurrence were minimised.

## Is the service effective?

### Our findings

People were very positive about the service they received. They made comments which included, "They are just amazing. They give me the support I need" and "It's just really really good. The care is brilliant." Health and social care professionals were also positive and felt that people had made improvements and the support they received helped to keep their conditions stable. One health and social care professional told us they were impressed with the level of care provided and the level of training staff received. They said, "I have always been impressed with their level of training and the obvious support they receive from the management team and in general, I cannot commend this service highly enough."

People benefited from effective care because staff had access to training and support to enable them to meet people's needs. Staff told us they were happy with the training they received. Comments included; "I feel I've had enough training. I could ask for more if I wanted. Nobody has needs I can't meet" and "We have induction and up to date training." At the time of our inspection staff undertook a comprehensive induction programme through the outsourcing service. They then completed a number of shadow shifts with more experienced staff and were monitored to ensure their performance was acceptable prior to working on their own with people. The leadership team undertook regular spot checks to ensure staff were working to the high standard they expected.

People were supported by staff who had received the appropriate training and supervision to carry out their roles. New staff completed a comprehensive induction training programme which gave them an introduction to the organisation, their core values and the 15 standards of the Care Certificate. The Care Certificate sets the standard for the fundamental skills and knowledge expected from staff within a care environment. Topics included safeguarding, duty of care, medicines, health and safety and supporting people with physical and learning disabilities.

The service was passionate about ensuring staff received high quality training to meet the needs of the people they supported. Where some people had complex health conditions, the registered manager had created specific workbooks for staff to complete. These had been created in collaboration with external healthcare professionals and best practice guidance. This ensured staff were able to provide the best possible person-centred care for people.

Staff were receiving regular supervisions and appraisals. During supervisions staff had the opportunity to sit down in a one to one session with their line manager to talk about their job role and discuss any issues they had. These sessions were also used as an opportunity for the registered manager to check staff's knowledge and identify any gaps and training needs.

Staff understood the main principles of the Mental Capacity Act 2005 (MCA). The 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 make particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible. We discussed the requirements of the MCA

with the registered managers and staff teams and they demonstrated a good understanding of the process to follow where it was thought that people did not have the mental capacity required to make certain decisions. Staff teams liaised with relatives and the relevant health and social care professionals to arrange best interests meetings to discuss people's care and support needs. People were fully involved in developing their care plans. People told us their consent was always sought prior to staff assisting them. This showed staff had a good understanding of people's rights and always respected them.

Staff supported some people with their meals. Staff told us they offered people a choice of their preferred food and knew people's preferences well. During our home visits we observed a member of staff supporting one person to have a snack during which they offered the person choices. Staff knew people's needs around food, how to identify any related risks and when to raise concerns should they have any.

Staff supported some people, where required, to contact and see healthcare services. We received glowing feedback from healthcare professionals about their involvement with the service and the support carried out. Comments included; "I have always felt confident that any recommendations I make or actions required will be carried out professionally and that (the registered manager) will monitor and ensure they are done so in an effective manner."

## Is the service caring?

### Our findings

All the people we spoke with were extremely positive about the support they received and said the staff were incredibly kind, compassionate and caring towards them. Comments included; "They all are amazing really. They sure listen to me" and "They're really really nice. If they're in the area they'll always come by for a chat and a cup of tea. They come and talk to you. It's really really good." One relative said; "We have a rota of staff and they all without fail, polite, helpful and caring."

We received high praise for the staff's caring nature from external healthcare professionals. One comment received stated; "I have known (the registered manager and the day to day manager) and their team, for over 8 years and what they have, in my opinion is something special. The care of their (clients) exceeds expectations and they genuinely treat them as family. I have only ever witnessed person centred care, tailored to each individual, the majority of which, I have had the pleasure of meeting. I have nothing but praise and admiration for the work that they do, and their hard work and commitment is evident in the happiness of the (clients)."

We observed many positive interactions between people using the service and staff who supported them. People spent their time with staff laughing, smiling and sharing affection. Where people were unable to verbally share their experiences with us we saw they were very relaxed and comfortable with staff and were given the opportunity to express their wishes in their own way. It was clear staff knew how best to communicate with people. Where people could not verbalise staff supported them to communicate through other means, such as pictures. For example, the day to day manager had worked closely with one person to develop a picture board. This person had experienced great anxieties around knowing which staff member was coming to see them next and would go to the office every day to ask, despite being provided with a rota. The board created for them contained pictures of their staff team to help them clearly see who was coming next, as well as pictures to plan their own meals, activities they wanted to take part in and the times they wanted their support. The registered manager said, "The production of these staff boards, menu plans and activity boards have had an amazingly positive impact on the clients. It has given individuals control over their own lives." Of this particular person they said, "Now (the person) can look at their board and know who is coming without relying on anyone else. The control this communication aid (has given this person) is quite exceptional."

The service was passionate about helping people build confidence, reach and surpass their goals. For example, one person had been encouraged and supported to deliver their own training to staff as they were keen for staff to understand their specific individual needs. The person was supported to use the training room and all staff working with them attended. With support the person developed and provided a presentation in order to provide staff with an individual and unique insight into living with Autism. This helped the staff understand this person's needs better. It also gave this person the confidence to join the National Autistic Society and they now deliver speeches and training to a wide range of people, travelling across the country.

Staff saw people as individuals and worked hard to ensure each person's personality, likes, dislikes and

interests were understood and taken into account when providing support. For example, staff supported two people who were related who both had significant needs relating to communication. The registered manager told us they had ensured at the initial referral stage to match the right staff to their needs after speaking with their families, reading professional reports and completing person centred needs analysis tools. They said; "We spent time understanding their likes and dislikes as well as their individual personalities and not just seeing them as (family members). The staff were given time, outside of support hours to research their individual hobbies to find common ground and to be able to relate and build relationships. This enabled communication and the support is now working well." Staff had investigated their hobbies and has identified that they enjoyed Anime cartoons, War Hammer and Dungeons and Dragons fantasy games. Staff learned about their hobbies and embraced them in order to play with them and introduced them to other activities they thought they would like, such as archery. This had led to staff encouraging them to become integrated in a group event at a local hotel, increase their social circles, gain confidence and be part of their local community. Both relatives had vastly improved their communication skills and their confidence was growing when out in the community. Their relative said in a letter to the service; "I am so glad we, as a family, are working with Summon Bonum, as my (relatives) are so much happier and more engaged with the world now." The registered manager told us how staff had organised for these relatives to take part in a paint ball day for their birthdays. Although not all staff on their rota were working on that day, they all ensured they came along to enjoy the day with them and make sure they had a special day.

The service ensured they matched support staff with the people they were caring for. This involved people being asked what they looked for in a support worker, what was important to them, interested them and made them laugh. The service also took into account people's family member preferences, especially if they were children, prior to assigning staff. The registered manager also said; "We make sure we tailor the staff to people and also to the task people want help with. One person does not want a certain member of staff for shopping but wants them to go and have a coffee with for example. We follow exactly what people want. They have complete control."

The management cared deeply about people being respected as equals. They had decided against staff wearing a uniform or name tag as this would not benefit people as they all had a small staff team of people they knew. The registered manager also stated they did not want people who were seen out in the community with a member of staff to be identified as requiring a carer/support worker. They wanted it to look as though people were simply out with their friend. People were asked what they wanted staff to refer themselves as should they be asked when out in the community. A number of people had said they wanted staff to refer to themselves either as a friend or their PA and staff ensured they respected this. This demonstrated the management and staff thought about the way people were perceived and wanted to improve people's dignity and self-worth. One member of staff said; "There is no one judged here. We don't have name badges to separate us from the clients. We're all the same. Just people who deserve respect."

The management were very clear with potential staff that the service offered was flexible in order to meet people's changing needs. They cared about people having access to staff when they needed and wanted them. Therefore, the service was very accommodating with regards to staffing hours in order to meet people's changing lives and any activities or appointments they may have. One relative sent in a card to the service stating; "Sometimes words are inadequate to express gratitude. This is one of those occasions. Without your responding to (name of person)'s plight of spending Christmas lunch alone he would have had a lonely time. I can't believe that you could respond to our crisis within 36 hours. With my grateful thanks from the bottom of my heart." The registered manager told us this related to a person who was unexpectedly going to be spending Christmas alone one year. They told us the person's staff team cared about the person's happiness deeply and had refused to let them spend Christmas alone. The registered

manager said, "The staff team are so supportive of each other and take responsibility for their own clients, their commitment is overwhelming. This really makes for an amazing team, we are very proud of all our support workers."

Staff cared deeply for people as well as the wellbeing of their families. For example, staff had undertaken an in-depth piece of work with regards to one person who had a teenage child. They had sought specialist support and assessments in order to ensure the person's health needs were met and their environment supported their independence. They then supported the person with developing their daily living skills as well as their parenting skills with the use of specialist guidance and support. This had a direct impact on the person's child who started going to school more and needed less involvement with support services themselves. This input from the service and their dedicated staff had improved both parent and child's emotional well-being, quality of life, choice and control, and personal dignity.

Staff told us how much they enjoyed working with the people who used the service. Staff and management made positive comments about people throughout our inspection. Comments included; "He's just so lovely", "He is so good at fixing things. He has amazing focus" and "He has the most wonderful smile". One relative said in a letter to the service; "(The staff) show clearly and regularly how much they enjoy working with my sons, through the care and concern and verbal interaction there is between us." Another relative said; "They show a genuine interest in (my relative) and our lives. They are respectful at all times. They do their best to accommodate me if there changes of plan. I always recommend them to others. I have no hesitation in giving them my endorsement."

People were involved in all aspects of their care and support. The registered manager said; "We ensure that people are leading their own support and are involved in the assessments." People told us staff supported them to be independent and offered them help where they needed it.

Staff were highly motivated and were inspired to offer kind and compassionate care. Staff told us the registered manager instilled these values into them and regularly checked they were meeting the standard expected. One member of staff said; "The manager does a good job of keeping us all in line. When staff are brought in for a chat it's not about being reprimanded, it's about maintaining the standard. The standard and the values here are very high. I can't praise this place enough." The registered manager ensured that where staff had provided high quality care which went above and beyond, this was celebrated and shared with the rest of the staff team.

All staff told us they enjoyed their role and were passionate about achieving the highest quality care for each person. We were given examples about how staff regularly went above and beyond for people in order to improve their lives and well-being. We heard about one member of staff who had organised at very short notice to accompany a person to the north of the country following a sudden death of a relative. The registered manager told us this member of staff had understood the importance of this person being supported by someone they knew well at this time of distress, and had offered to support them over this period. On the day of our inspection we also saw one member of staff had gone to the shops prior to coming in to work to buy a person some new socks. They said they had noticed the person's socks were leaving a mark on their ankles so had wanted to get them some new socks that would be more comfortable. They had done this outside work time and said; "I woke up this morning thinking about his ankles so I made sure I got him some new socks before seeing him today. He's so lovely. He's one of my favourite people." We also heard about a member of staff who had given a person a rabbit hutch as they knew they wanted to take care of pets and they no longer needed it. Another member of staff had taken a person's cat to the vet in their own time because the person was worried about it. Another member of staff went to see a person's relative was alright as the person had not heard from them and was worried. It was clear staff valued people, their

experiences and their happiness.

## Is the service responsive?

### Our findings

We received overwhelmingly positive feedback from external healthcare professionals. They made comments which included, "I cannot commend this service highly enough. I have no hesitation in recommending any client to Sunnom Bonum and would commend them for the great service they offer" and "I would like to make you aware of the positive influence and commitment staff at the above provision have afforded to my numerous service users. Their commitment, clear understanding of need, personalisation and professional care and support provided has improved the quality of life of numerous service users. Their support and care has often been provided at very short notice and in crisis situations which has been adaptable to the needs of the service user. I would have no hesitation recommending them to others."

People, their relatives and staff told us they were confident people were receiving the best possible care from the service. Comments made to us and found within feedback forms included; "Personally I would say the only answer is not excellent but exemplary", "I have total confidence and trust in my son's team. They know him well and work to the highest standard. I do not feel the service can improve" and "I have been so relieved since they took over the support. I feel he is receiving a high-quality service that goes above and beyond."

People using the service had a variety of needs and required varying levels of support. Some people simply needed help with their medicines and personal care three times a day and others required full time care 24 hours a day. People received care which was extremely responsive to their needs and completely personalised to their preferences. People had been fully involved in creating their support plans and these were highly personalised. This was especially important for some people who needed staff to stick to their chosen routine in order to increase their overall wellbeing. Staff were dedicated to involving people in creating and reviewing their care plans. One person became very anxious when entering the office or discussing their care with people. It had therefore been agreed that the registered manager would meet them regularly in their favourite coffee shop in order to discuss their care and their staff team. This enabled the person to speak more comfortably and openly. Staff had researched people's medical diagnoses, how these manifested themselves and what impact they had on people. People's care plans included information about their preferences, their likes and dislikes and their interests. Staff had created documents entitled "guide to a good day" in order to clearly record how staff should support people in a way that would best meet their needs and improve their wellbeing.

Staff were passionate about helping people have the best quality of life possible. Staff worked closely with other healthcare professionals in order to achieve the best possible outcome for people. For example, staff had been working with one person to improve their quality of life and reduce their need for potentially harmful medicines for almost three years. This involved very regular contact with the person's psychiatrist, hourly observations, strongly monitored medicine changes, in-depth recording of the person's presentation and mood. Specific guides were also created for staff on how to support the person during different seasons and months.

Staff completed research and worked hard to create specific plans on how to best support this person in the right way at the right time. Instead of using PRN (as required) medicines staff implemented strategic tools, such as low-level stimulation, to help reduce certain behaviours. This was in line with guidance from STOMP (Stopping over medication of people with a Learning Disability, Autism or both). This hard work from staff had resulted in the person's mood significantly stabilising and their wellbeing being increased. This person was now able to engage in outside activities, such as going to the zoo, going swimming, for walks, bowling, friendship groups and going to the disco. They had also started being able to participate in household tasks such as shopping, helping to prepare meals and do washing. This was a significant achievement for this person who had been unable to leave their home or participate in activities for a number of years.

One healthcare professional said; "In the last twelve months I have worked more closely with (the day to day manager) and the staff team who have been supporting a parent who I advocate for; (the day to day manager) and the team have made a real difference to the lady and she has been able to extend her learning, experience and her ability to speak up because of the confidence they have given her. The team are always respectful of the person's home, are polite and friendly and treat people in the way you would expect. The staff are all aware of what is happening for the client despite frequent changes to the day to day requirements of the situation and are as flexible and responsive as possible."

Staff worked hard to ensure they were responsive to people's individual needs. For example, one person had been needle phobic and previously refused any medical intervention. Staff had worked alongside other healthcare professionals to organise some positive desensitising work. This involved organising for district nurses and learning disability nurses to attend the person's home frequently to introduce them to medical equipment and ensure they were more familiar with it. After a few months of staff support in this area the person had successfully undergone some much needed, extensive, dental work and several medical tests. This was a significant achievement for this person, their wellbeing and their overall health.

The service embodied the values of Registering the Right Support. People were supported to become more independent and reduce their need for staff support. For example, the registered manager told us about one person who had been supported to find a new home which would enable them to be more physically independent. They were also supported by staff to increase their living skills such as preparing their own meals and being out into the local community independently. This had reduced the person's need for support by 25% and had increased their confidence and self-esteem.

Staff were passionate about respecting people's diversity and individuality by enabling people to live the life they wanted and to feel happy and confident. Where one person had expressed the desire to change their gender expression, staff had shown respect, understanding and support. Staff had developed a plan alongside this person in order to work towards achieving their specific goals related to their gender expression. This had involved staff supporting them to purchase tailor made clothing and hair and organising for them to attend a make-up artist workshop to improve their skills. This had been invaluable towards building this person's self-esteem and confidence and ensuring they felt valued and respected as an individual.

People's communication needs were met. The service was complying with the Accessible Information Standard (AIS). The AIS is a framework put in place from August 2016 making it a legal requirement for all providers to ensure people with a disability or sensory loss can access and understand information they are given. Each person's initial assessment identified their communication needs, while determining if the service could meet their needs. Each person's support plan contained details of how they communicated and how staff should communicate with them. Staff demonstrated they knew how best to communicate with people. For example, one person's condition affected their sight and they found it easier to read if

documents were written in black ink on yellow paper. Staff had ensured everything in the person's home file was written in black ink on yellow paper.

The leadership team and staff were dedicated to people leading fun, fulfilled lives and helped ensure people had access to activities that met their needs and interests. The service had been innovative and set up a weekly disco in a local venue which anyone, inside or outside the service, could attend. This had helped people make friends and socialise. One person told us they loved going to the disco as they were keen on dancing and seeing their friends. The registered manager said, "We understand the importance of being part of the community and of being valued, having a sense of belonging. We identified the need for community based connectedness and began our own weekly disco and karaoke at a local pub, a friendship morning with bingo and table tennis and a Tuesday activity club at a local hotel. These clubs have proven crucial in the transition to accessing more independent activities. Many individuals have used these sessions as building blocks to them move on to more independent hobbies and activities once they have the skills and confidence they needed."

The service had also set up an animal farm on the supported living site which people were able to use whenever they wanted. People were supported by staff to come to the farm to interact with the animals as well as each other. Staff enabled people to have access to opportunities to develop their interests. The registered manager told us about one person who had wanted to become a postman. Staff had made contact with the Royal Mail but unfortunately, they did not have any positions. The registered manager heard about this and decided to create a postman's role for this person within the organisation. Every morning they collected the post and delivered it to people with the support of staff where needed. This person was very proud to tell us about their job and how much they enjoyed it.

People were also encouraged to be active members of their local community by supporting them to vote in elections. They had provided a joint mini bus to the polling stations to enable people to access this. The registered manager said, "We encourage people to have their say and actively promote services such as PALS (Patient Advice and Liaison Service) and Advocacy."

People and their relatives felt able to raise concerns or make a complaint. They were confident their concerns would be listened to and acted on. People had been provided with a copy of the complaints policy and procedure.

## Is the service well-led?

### Our findings

The service was well led. The registered manager was available throughout our inspection. They knew who used the service very well, worked alongside staff to deliver care, and worked to continually improve the service provided. People spoke highly of the registered manager and the wider management team. Comments included; "(Name of registered manager) is amazing", "I have always found (name of day to day manager) to be engaged and forthcoming during my involvement with a client that they support" and "I have always been impressed with the obvious support they receive from the management team."

Summon Bonum Support and Care's leadership consisted of four directors, one registered manager, one day to day manager and senior support staff. There was a strong emphasis on continuous improvement at the service. The day to day manager was responsible for quality assurance and good governance. They stated; "I ensure that accountability is recognised and accepted within our service, lessons are learned and there is honesty and openness in identifying and rectifying poor practice." Every year they carried out a different piece of evidence based research on a given topic. This involved seeking and analysing evidence and data from within the organisation and conducting research outside the service to find ideas for improvement. The day to day manager's quality assurance project at the time of our inspection focussed on personalisation and person-centred care. They had devised a new questionnaire to obtain detailed data from people who used the service in order to better understand the quality of the care being provided in this regard. This project was aimed at evaluating the service's current practice, involving analysing the data, develop a model for improvement, improve the person-centred culture, measure the outcomes for people and test the improvements.

The culture at the service was caring and focused on ensuring people received person-centred care. Staff told us they were supervised and any poor practice was picked up and discussed. The registered manager told us they ensured their ethos and values were demonstrated by the wider staff team. Staff were empowered to take on projects and improve on the service provided.

People benefited from a high standard of care because the service had systems in place to assess, monitor and improve the quality and safety of care provided by the service. Regular checks were undertaken of visit times and duration. Regular checks were also undertaken in relation to people's care plans, risk assessments and records. Where these audits and checks had highlighted areas of improvement, the registered manager had taken action. Records were clear, well organised and up to date.

The registered manager and the day to day manager had 'open door' policies and encouraged people, relatives and staff to share their views and ideas with them. We heard about two members of staff who had wanted to encourage people to have holidays. They raised this with the management who supported them to organise a meeting with people and their relatives to discuss holidays. This involved staff researching different destinations and costs in order to give people realistic ideas of what they could afford and how to go about organising a trip. This gave people the information they needed and had enabled people to go away on holiday for the first time in a long time. It also enabled the two staff to feel proud of their achievements and contributions.

There was a strong emphasis on continuous improvement and seeking people's views. Regular surveys were sent out to seek people's views and people were regularly visited in their homes by a member of the leadership team. During these home visits people were asked for their views about the care staff, the office staff, the quality of the support they received and asked about any changes they wished to make. This ensured people's views were at the forefront of the work being delivered.

Staff were positive about the support they received from the wider leadership team at the service. Comments included, "I don't think Summon Bonum Support and Care get the praise they deserve. They go above and beyond for people and for staff. We're all taken out for a Christmas party every year. Every member of staff gets a birthday present every year. They promote equality and diversity. Everyone can be themselves and feel respected. The manager is lovely, it's a lovely place to work. We're more than a team. We're a family."

The registered manager was aware of their responsibilities in ensuring the Care Quality Commission (CQC) and other agencies were made aware of incidents, which affected the safety and welfare of people who used the service.