

The Lantern Community

Phoenix

Inspection report

Folly Farm Lane
Ringwood
Hampshire
BH24 2NN

Tel: 01425476125

Website: www.lanterncommunity.org.uk

Date of inspection visit:
01 June 2022

Date of publication:
24 June 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

About the service

Phoenix is a domiciliary care agency. It provides a service to adults with a learning disability and autistic people. The service provides care and support to people living in six supported living settings. At the time of our inspection the service was supporting 27 people.

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

Right Support

Staff supported people to have the maximum possible choice, control and independence and be independent and they had control over their own lives.

The service worked with people to plan for when they experienced periods of distress so that their freedoms were restricted only if there was no alternative.

The service gave people care and support in a safe, clean, well equipped, well-furnished and well-maintained environment that met their sensory and physical needs.

Staff communicated with people in ways that met their needs.

Right Care

Staff understood how to protect people from poor care and abuse. Staff had training on how to recognise and report abuse and they knew how to apply it.

Right culture

People were kept safe from avoidable harm because staff knew them well and understood how to protect them from abuse. The service worked well with other agencies to do so.

Staff had training on how to recognise and report abuse and they knew how to apply it.

People and those who matter to them had safeguarding information in a form they could use, and they knew how and when to raise a safeguarding concern.

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

Why we inspected

We undertook this inspection to assess that the service is applying the principles of Right support right care right culture.

We undertook this targeted inspection to check on a specific concern we had about people being safeguarded against abuse and people being supported by enough staff. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Phoenix

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about people being safeguarded from abuse and that people were receiving support from enough staff to provide them with the support they needed.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

This service provides care and support to people living in six '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 used for supported living; this inspection looked at people's personal 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 inspection was unannounced

What we did before inspection

We reviewed information we had received about the service and sought feedback from the local authority who commissions care from the service. We used all this information to plan our inspection.

Nominated individual standard phrase to use if you speak with them as part of your inspection: The nominated individual is responsible for supervising the management of the service on behalf of the provider.

During the inspection

We spoke with four people who used the service and one relative about their experience of the care provided. We spoke with five members of staff including the registered manager, assistant manager, two

support workers and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We observed interactions between people and the staff supporting them.

We looked at a staff file in relation to recruitment. A variety of information relating to safeguarding and raising a complaint.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about systems and processes to safeguard people from the risk of abuse and staffing and recruitment. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People were safeguarded from the risk of abuse and told us they felt safe. We chatted with one person who shared the following, "The staff are kind." "I do all things I like, I sometimes garden but not so much in the rain." "I feel safe here, I had a nice time in (local town), they (staff) look after me well." "I'm not upset or worried, I love living here." Another person told us, "I love living here. I like doing cooking, but I prefer eating (laughs)." Another person told us they loved living at the service and was very happy.
- We observed staff interacting with people, calling people by their preferred name, laughing and sharing time and tasks together. Staff knew people well, interactions were relaxed, kind and inclusive. A relative told us, "I feel my (loved one) is safe, I'm completely satisfied, there's plenty to do, it's a very therapeutic environment."
- Staff had completed safeguarding training and understood their role in recognising and reporting concerns of abuse or poor practice. We spoke with staff about how they would support a person who was expressing frustration or anxiety. They described a person-centred approach which included, "Talk with them, perhaps move to a quieter area, give them space, if there in their room, let them know your there but they're free to stay in their room if they want, offer a cup of tea." Safeguarding concerns had been appropriately reported to external agencies.
- Posters provided information about safeguarding and making a complaint in an easy read format. The registered manager told us they would re-visit this information with people at the weekly house meetings.

Staffing and recruitment

- People were supported by enough staff which meant their care needs and lifestyle choices could be met. A relative told us, "Despite Brexit and COVID, I have to say on the whole despite difficult circumstances, we are satisfied with the staffing levels. For my, (loved one), I haven't noticed a change."
- We observed people receiving one to one support whilst enjoying a range of activities, support workers were unhurried and told us, "Always enough staff, if somebody is sick, etc, we have bank staff or pick up an extra shift; it gets resolved."
- People were supported by staff that had been recruited safely. Checks included obtaining references and carrying out a Disclosure and Barring Service (DBS) check. (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

