

Creative Support Limited

Creative Support - South Manchester Womens Service

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Creative Support – South Manchester Womens Service is a supported living service providing personal care for up to 5 people. The service provides support to people who have enduring mental health needs and a variety of health needs. At the time of our inspection there were 5 people using the service.

The service is set in a large semi-detached property on the outskirts of Manchester. The service provides 24 hour supported living with a sleepover member of staff.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

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

People who used the service felt safe. Risk assessments were in place where people had specific emotional and medical needs. Staff had received safeguarding training and knew how to raise concerns. Medicines had been administered safely and staff had received appropriate training in this area.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The management team requested feedback from people who used the service. Quality assurance processes were in place and these had been effective in identifying any shortfalls. Staff told us the management team were approachable and available to them. People who used the service said they were listened to and respected. They told us the service was well-led by an experienced management team.

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

Rating at last inspection and update

The last rating for this service was good, published on 12 December 2017.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Creative Support – South Manchester Womens Service on our website at www.cqc.org.uk.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Creative Support - South Manchester Womens Service

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

This inspection was carried out by 1 inspector.

Service and service type

This service provides care and support to people living in a 'supported living' setting, 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.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because the service is small and people are often out and we wanted to be sure there would be people at home to speak with us.

What we did before the inspection

We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We asked the local authority and the local Healthwatch team to share feedback about the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all this information to plan our inspection.

During the inspection

We spoke with 2 people who used the service. We also spoke with 6 staff members including the registered manager, the director of quality, the service manager and 3 care staff.

We reviewed a range of records. This included 2 people's care and medication records. We looked at 3 staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were also reviewed.

Is the service safe?

Our findings

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

At our last inspection we rated this key question good. At this inspection the rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse. Staff received safeguarding training and were confident of the process to follow if they had any safeguarding concerns. One staff member commented, "Safeguarding is an area that we are all encouraged to regularly discuss and is forefront in the care we provide."
- There was a safeguarding policy in place which included local safeguarding contact details and outlined the various types of abuse. Safeguarding incidents were subject to a full analysis and a lessons learned process was in place.
- People told us they felt safe. Comments included "I feel safe, I am content here and treated well" and "I do feel safe here, the carers are very kind and I can trust them."

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Safety monitoring was effective. The registered manager ensured that risk assessments were completed to inform staff of any risks. Risk assessments were detailed, reviewed regularly, and provided guidance on how to support people safely.
- Accidents and incidents were recorded, reviewed and action was taken to mitigate the risk of reoccurrence. Accidents and incidents were subject to a full review and analysis process.
- Staff had undertaken several bespoke training courses specific to people's needs which further reduced risk in associated areas.
- Feedback from people and staff was listened to and acted on to improve the service. Feedback surveys were issued annually as a minimum and covered all areas of service provision. An action plan had been developed from a recent staff survey.

Using medicines safely

- Medicine management systems were effective. People told us they were supported with their medicines appropriately.
- Staff were trained to administer medicines. Spot and competency checks were carried out regularly to check staff were continuing to work in line within good practice guidelines.
- The management team ensured that Medicine Administration Records (MARs) were regularly audited. The management team had followed up on any actions.

Staffing and recruitment

- The provider operated safe recruitment systems, which ensured suitable staff were employed. The provider was a large organisation and there was a human resources department to support the registered managers with any HR processes. Staff had all had the necessary checks to ensure they were safe to work

with people before they commenced employment.

- There were enough staff on duty to meet people's needs safely. People said staffing was consistent and staff knew how to support them well.

Preventing and controlling infection

- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question good. At this inspection the rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People felt listened to and could influence the service they received. Each person had a very detailed and person-centred plan of care in place that had been developed with them. Their care plans were reviewed often and there were many positive outcomes and experiences shared. For example, one person was supported to express their feelings through art work which had prompted positive reflections.
- People and staff told us there was a positive and open atmosphere. One staff member told us, "There is a very healthy culture of openness and honesty here."
- Staff felt well supported and they were able to discuss any concerns with the management team. The area manager and director of quality visited the service regularly to support people and staff and carry out quality checks.

Continuous learning and improving care

- Systems were in place to capture compliments and complaints. The registered manager explained that a network of managers met often and worked together to share learning and implement positive change across different services. Systems were in place and used effectively to continuously identify, analyse, monitor and review risks so people were provided with good care.
- The provider regularly arranged group learning events. Themes had included 'mindfulness' and 'self-care'.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- Quality assurance systems in place to monitor the quality and safety of the service were effective. The management team worked together to complete regular audits of all aspects of the service.
- People told us they were kept informed about anything that might affect their care and support. The provider shared information with them if things went wrong.
- The registered manager understood when to inform CQC of events that happened in the service in line with their statutory responsibilities.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager and staff understood their roles and responsibilities. Quality reports were produced by the management team to review and influence policy changes.

- Staff felt that the service was well organised and they understood their roles. One staff member said, "We all work so well together and I feel I can share any issues with any of the managers. The support is really good, any issues are sorted out quickly."
- There was effective communication maintained between the registered manager and care staff. There were daily handovers to share information.
- Staff felt respected, valued and supported and that they were fairly treated. One staff member said, "I do feel listened to and kept informed about any changes." Staff were actively encouraged by the registered managers to raise any concerns in confidence. Another staff member said, "It really is a great place to work, I feel people are kept safe and I am clear about my role at the service."
- The ethos of the service was to be open, transparent and honest. The registered manager had achieved an internal award entitled 'The most developed registered manager' and had demonstrated a dedication to their role at the service. They said, "The people we support are at the heart of the support, their wellbeing and safety is paramount." Staff told us the whole management team led by example.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People told us they were asked for their opinion about the service. They felt the managers were effective and approachable and had regular conversations with their keyworker.
- Staff said any suggestions they might have about the service were listened to and acted on.
- The service worked in partnership and collaboration with other key organisations to support joined-up care and service development. The registered manager said, "One person was experiencing increased falls and the team here liaised with the GP, the community mental health team, the physiotherapy team and the falls clinic to put in place a plan to help reduce the risk of falls."