

Optima Care Limited

# Optima Care Limited - 37 Spenser Road

## Inspection report

37 Spenser Road  
Herne Bay  
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14 June 2017

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## Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### Care service description

37 Spenser Road provides personal care and support to 13 people with learning disabilities. The house is in a residential part of Herne Bay and there is another bungalow at the back which is also part of this registration.

### Rating at last inspection

At the last inspection, the service was rated Good and Requires Improvement in the 'Well Led' domain.

### Why we inspected

We carried out an unannounced comprehensive inspection of this service on 18 October 2016. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach of Regulation 17 of the Health and Social Care Act Regulated Activities Regulations 2014, Good governance. We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Optima Care Limited – 37 Spenser Road on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At this inspection we found the service remained Good overall and is now rated Good in the Well Led domain.

### Why the service is rated Good

The registered manager told us that improvements had been made since the last inspection. The company had appointed a new operations director who visited the service regularly. To further support the registered managers the company had implemented a mentoring programme where managers supported each other and discussed good practice.

Staff told us the manager had good leadership skills and they worked hard as a team. They said they always had confidence in the registered manager and improvements had been made by the organisation to make them feel more valued.

People, their relatives and staff were asked for feedback about the quality of the service; however the outcome of the surveys was not presented in a meaningful way to inform the people living at Spenser Road what, if any, improvements had been made. A recommendation had been made in this report.

Senior managers carried out checks on the service to ensure the quality of the service was being monitored and improved. Accidents and incidents had been recorded, and analysed to look for patterns and trends to

reduce the risk of them happening again.

The service had links with the community to ensure that people enjoyed an active social life visiting cafes, and other venues.

Staff ensured people received personalised care with equality, dignity and respect. Staff said that the registered manager was always available for practical support, assistance and advice.

Residents meetings were held regularly to ensure people were involved in their care and had the opportunity to voice their opinions.

Staff were supported by the registered manager through their supervision sessions, staff meetings and appraisals.

The registered manager had submitted notifications to CQC in an appropriate and timely manner in line with CQC guidelines.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service well-led?**

The service was well led.

Staff morale had improved and they felt supported by the management team.

Effective audits were in place to monitor and improve the service and action was taken when shortfalls were identified.

People, staff and relatives had opportunities to provide feedback about the service.

Notifications had been submitted to CQC in line with guidance.

**Good** ●

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## **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 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.

We undertook an unannounced focused inspection of 37 Spenser Road on 14 June 2017. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our inspection on 18 October 2016 had been made. The team inspected the service against one of the five questions we ask about services: is the service Well Led? This is because the service was previously not meeting some legal requirements. This inspection was carried out by one inspector.

The provider had not completed a Provider Information Return (PIR), because we carried out this inspection before the required return date, therefore the registered manager was in the process of completing the form. 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. Before the inspection we reviewed all the information we held about the service, we looked at previous inspection reports and any notifications received by the Care Quality Commission. A notification is information about important events, which the provider is required to tell us about by law.

We spoke with two people, the registered manager and three members of staff. We looked at a range of other records including quality audits of the service.

We last inspected this service on 18 October 2016 when one breach in the regulations was identified.

## Is the service well-led?

### Our findings

The registered manager told us that improvements had been made since the last inspection. The company were making efforts to ensure they were more involved in the service. They said that since the last inspection a new operations director had been appointed who was visiting the service regularly. They [the registered manager] said they felt more supported by the organisation through regular supervision and personal development. The company had introduced a mentoring group where registered managers supported each other and discussed good practice.

The registered manager knew people well, as on occasions, they covered shifts in the service. They were able to monitor staff on an informal basis and had a good oversight of the day to day running of the service. Staff told us the manager had good leadership skills and they worked hard as a team. They said communication in the service was very good which resulted in good teamwork.

Staff told us that the morale had improved since the previous inspection. They said they always had confidence in the registered manager and improvements had been made by the organisation to make them feel more valued. They told us how the operations director visited the service regularly, spoke with people and staff and was getting to know them well. People we spoke with knew the operations director and told us that when they visited they chatted to them about their red motorbike.

Staff said, "Communication has improved, everyone knows what's going on, so staff are always on the 'same page' which helps with the continuity of care". "This is a very pleasant place to work, the care is person centred and people are treated equally". "Communication is excellent; we are a good strong team". "We are a very flexible staff team and people are supported to decide what they want to do each day and we change to what activity they may prefer. They are encouraged to be as independent as possible and be involved in their care".

People, their relatives and staff were asked for feedback about the quality of the service. The quality surveys were sent out from head office and return to them directly. These were summarised and the results published in the newsletter. The surveys and outcome was for the whole organisation and not specifically for each care service. There was no other format to feedback to people how their views or comments had any influence on the running of the service and its continuous development.

It is recommended that the organisation implements a clearer system to feedback the results of the surveys in a meaningful way to people living at Spenser Road.

The company's quality auditor also visited the service. The last visit had been in December 2106. They used the Care Quality Commission (CQC) methodology as a guideline for the audits and checks to ensure compliance with legislation. The registered manager ensured that any actions identified would be carried out. Staff also carried out checks and audits the service to ensure it was safe, such as health and safety checks, medicine checks and infection control. Any shortfalls were recorded and actioned. The health and safety audit had noted that the electrical appliance certificate needed updated and action had been taken

to address the issue and this was being carried out on 20 June 2017.

Accidents and incidents had been recorded, and analysed by human resources to look for patterns and trends to reduce the risk of them happening again.

People had built relationships with people in the community, such as the local cafes and pubs. Staff told us that the staff in the cafes knew people well and chatted to them about their family and friends. One person told us how they liked going to the gym and to local clubs. Another person told us what was on the menu at the local pub and how much they enjoyed the food.

Staff knew about the vision and values of the organisation, they told us how they made sure people received personalised care with equality, dignity and respect. Staff said that the registered manager was always available for practical support, assistance and advice.

People told us they had residents meetings when they talked about the service and where the registered manager 'sorted things out'. They told us the registered manager was very good, kind and helped them every day. We noted that people had asked to go to the cinema and to go out to a café. This had been arranged and people told us how they enjoyed the cinema and went to the local café for lunch.

People said they were asked by the registered manager if they were happy with the service and they were confident they were listened to and any changes they wanted would be made. The registered manager told us that they spoke with people's relatives on a regular basis and one relative had suggested it would be better for their relative to have a double bed. This was acted upon and the double bed was now in place.

Staff meetings were held regularly which gave staff the opportunity to make suggestions or raise concerns about the service. Staff told us they completed an agenda for the meeting and made suggestions such as changing time of shifts to suit people who wanted to go to bed at a certain times. The registered manager had acted on this information and was consulting with staff to ensure the timings of the shifts reflected what people wanted

Services that provide health and social care to people are required to inform the Care Quality Commission, (CQC), of important events that happen in the service. CQC check that appropriate action had been taken. The registered manager had submitted notifications to CQC in an appropriate and timely manner in line with CQC guidelines.