

Langley House Trust

Park View

Inspection report

85 Warrenhurst Road
Fleetwood
Lancashire
FY7 6TP

Tel: 01253872162

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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

Park View is an extra care housing service supporting people with a range of conditions. People using the service lived in a single house in multi-occupation shared by eight individuals at the time of our inspection.

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

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.

Right Support:

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 registered manager retained good oversight and ensured staff were trained to manage people's medicines safely. The registered manager ensured staffing levels consistently met people's needs and gave each person the time and support they required. One person said, "It's safe here. The staff understand how important that is to us."

Right Care:

The registered manager and staff developed care plans with individuals in a person-centred approach to achieving their goals. People told us they were consulted about their care and staff excelled at supporting them. Support planning put people at the centre of their care because it focused on optimising their skills and independence, as well as making risky decisions safely. One person said, "Oh I love it here, the staff go way above and beyond to make sure we are happy and safe. They keep you going and always have a smile."

Right Culture:

The registered manager created a calm, open and inclusive ethos for people to live in. People confirmed the management team engaged with them in the ongoing improvement of the home. One person stated, "We have lots of meetings to check we have everything we need. They ask us what we want to do, whether we want to get involved in the cooking and what we want to eat." There was good use of positive language and staff engaged with people in a respectful, non-patronising manner. A staff member explained, "We get to really know them. Some people can't communicate in the usual ways, so we adapt to show we are listening."

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

Rating at last inspection

The last rating for this service was good (published 21 October 2017).

Why we inspected

This was a planned inspection based on the service's registration date.

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.

<p>Is the service safe?</p> <p>The service was safe.</p> <p>Details are in our safe findings below.</p>	<p>Good ●</p>
<p>Is the service well-led?</p> <p>The service was well-led.</p> <p>Details are in our well-led findings below.</p>	<p>Good ●</p>

Park View

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 Care Act 2014.

Inspection team

This inspection was carried out by 1 inspector.

Service and service type

This service provides care and support to people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted single household accommodation in a shared site or building. The accommodation is rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people's personal care and support.

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

This inspection was announced. 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. Inspection activity started on 13 December 2023 and ended on 14 December 2023.

What we did before the inspection

We reviewed information we held about the service. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a Provider Information

Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all of this information to plan our inspection.

During the inspection

We spoke about Park View with 3 people, 3 staff and 2 members of the management team. We walked around the building to carry out a visual check. We did this to ensure Park View was clean, hygienic and a safe place for people to live. We looked at records related to the management of the service. We checked care and medication records, staffing and recruitment files and quality and leadership oversight systems.

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. The rating for this key question has remained good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

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

- The registered manager ensured people were enabled to achieve their goals in a safe environment through effective assessment and review of their needs. This included for an emergency that occurred during our inspection. The registered manager sought external advice promptly and staff were clearly well trained, supporting the person with a calm, caring approach.
- People told us they felt safe and comfortable living at Park View. One person stated, "The staff are really good here, they go out of their way to look after you, which takes my mind off things." Another person added, "They're very good at checking how I'm feeling emotionally and to deal with things safely."
- Support planning put people at the centre of their care because it focused on optimising their skills and independence, as well as making risky decisions safely. There was good use of positive language and staff engaged with people in a respectful, non-patronising manner, such as retaining eye contact and speaking plainly.
- The provider had a transparent approach to developing the service through lessons learnt and managing safety incidents. Processes included a range of audits, regular senior management meetings and effective communication systems. A staff member explained, "Everything we do is checked, not just to make sure we are working safely, but also to see what we can do better."

Systems and processes to safeguard people from the risk of abuse

- The registered manager ensured people were protected from harm or unsafe care through staff training and oversight of quality assurance. Staff understood their responsibilities to monitor and report any concerns. One staff member said, "We have good training on safeguarding. We often work with very vulnerable people, so I keep a close eye and anything out of the ordinary I report."

Using medicines safely

- The registered manager retained good oversight and ensured staff were trained to manage people's medicines safely. A staff member explained, "We are properly trained and constantly checked and assessed to make sure we are safe to administer medication." The registered manager regularly checked procedures continued to be effective.
- Records included medication specific care plans and risk assessments, particularly when people chose to self-administer. One person said, "I was responsible for taking my own meds. They checked I knew what I was doing. They're good like that." Staff reassessed this regularly with people, especially where there were changes in mental health. For instance, staff sought their agreement to administer medication for short periods until they felt safe to take back responsibility.

Preventing and controlling infection

- The registered manager had effective infection control standards and ensured staff skills were underpinned through a range of related training. Staff were able to describe good practice and learning gained. An employee told us, "The pandemic has really helped us understand that we cannot be too careful where infection control is concerned."

Staffing and recruitment

- The registered manager ensured staffing levels consistently met people's needs. They deployed the team effectively to give each person the time and support they required. One person stated, "There's always staff around. I can't predict when I might feel really down, but when I do, there is someone there to talk with whenever I need it." A staff member added, "There's plenty of staff so we can really take our time in supporting people properly."
- The provider had robust procedures to recruit the right staff able to support vulnerable adults safely. For example, they completed criminal record and reference checks, interview records and full employment checks before new employees commenced in post.

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. The rating for this key question has remained good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; 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; Continuous learning and improving care

- Extensive quality assurance systems meant the registered manager and senior management team were able to assess everyone's ongoing safety and welfare. The registered manager understood her responsibility to check and manage risks to people from receiving care. They completed a range of audits, implemented actions and monitored their progress closely.
- The provider had an ethos of continuous learning and development from arising incidents, as well as from 'mock' inspections undertaken by external auditors. Identified issues were addressed through the introduction of new measures and closely monitored at various levels. For instance, agenda items on team meetings, debriefs and handovers now include a lessons learnt process.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager created a calm, open and inclusive ethos for people to achieve their goals. They told us they were consulted about their care and staff excelled at supporting them. One person said, "Before I came here, I got bullied a lot for who I am. Here, they have helped me to open up and really respect me. Now, I am in a relationship and I am very happy."
- People confirmed the management team engaged with them in the ongoing improvement of the home. This included a recent survey of their satisfaction levels to check people had good outcomes and experiences of using the service. Staff added they felt valued and attended regular meetings to reflect on care delivery and raise suggestions about improving the service.

Working in partnership with others

- The registered manager ensured a multi-disciplinary approach to support people to achieve their goals and remain healthy. They said, "If we want to help people progress, we can only do so with the support of everyone involved." This included seeking immediate assistance in an emergency when an individual suddenly became unwell.