

Mr Abdul Haleem

Northants Accommodation and Social Care

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

This inspection took place on 20 June 2017 and was unannounced.

Northants accommodation and social care provides accommodation and personal care to up to 5 people who live within self-contained flats, and access the community independently. The service was staffed at all times. At the time of our inspection the provider confirmed they were providing care to 4 people. At the last inspection, in May 2015, the service was rated Good. At this inspection we found that the service remained Good.

People continued to receive safe care. Staff were recruited appropriately and there were enough staff to meet the needs of the people living at the service. People were consistently protected from the risk of harm and received their prescribed medicines safely.

The care that people received continued to be effective. Staff were well supported with supervision, training and on-going professional development that they required to work effectively in their roles. Health and nutrition was monitored and people received the support they required within this area.

People were well cared for and were treated with dignity and respect at all times. We saw that care plans had been written in a personalised manner and enabled staff to provide consistent care and support in line with people's personal preferences. People knew how to raise a concern or make a complaint and the provider had implemented effective systems to manage any complaints that they may receive.

The service was well run and had a positive ethos and an open culture. Staff told us that they had confidence in the manager's ability to provide consistently high quality managerial oversight and leadership.

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?

Good ●

The service remains good.

Is the service responsive?

Good ●

The service remains good.

Is the service well-led?

Good ●

The service remains good.

Northants Accommodation and Social 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 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.

This inspection took place on 20 June 2017 and was unannounced.

The inspection was carried out by one inspector.

Before the inspection, we reviewed the information we held about the service, including data about safeguarding and statutory notifications. Statutory notifications are information about important events which the provider is required to send us by law. We also contacted the Local Authority for any information they held on the service.

We were only able to speak briefly with one person that used the service, and observe their interactions with staff. Other people using the service were not available to speak with during our inspection. With permission, we viewed one person's accommodation. We spoke with two support workers and the deputy manager. The service had a registered manager who was not available on the day of our inspection. We reviewed four people's care records to ensure they were reflective of their needs, five staff files, and other documents relating to the management of the service.

Is the service safe?

Our findings

People received care in a safe manner from a dedicated team of staff. The service was staffed at all times, and provided care to people who lived independently within self-contained flats. We saw that the service carried out safe and robust recruitment procedures to ensure that all staff were suitable to be working at the service. The staff we spoke with said there were enough staff on shift regularly. Rotas showed that staffing levels were consistent and people were responded to as required and in a timely manner.

People had risk assessments in place that were relevant to their needs, and were understood and followed by staff confidently. People lived independently within their flats, and risk assessments explained the potential risks that may occur, whilst also respecting and promoting people's independence. All the staff we spoke with were aware and knowledgeable of safeguarding procedures, and had been provided with training in this area. One staff member said, "We contact the manager if there are any concerns and we record everything. We call the police if needed." Safeguarding notifications had been raised when required and investigations had been completed in a timely manner.

Everyone using the service was able to manage their own medication. The service offered to safely store some people's medication, and provided reminders to some people to take their medication. We saw that information around the medication that people took was recorded within their files.

Is the service effective?

Our findings

Staff were regularly supervised and had the opportunity to express themselves in one to one meetings with management. One staff member told us, "Yes we have supervisions, and regularly talk to the managers."

Staff received the training and support they required to provide effective care to people within the service. We found that training had not always been formally recorded on the training matrix and certificates were not always given out or kept. However, the staff told us that they received mandatory training on their induction, and then had regular refresher training from management. We saw that people had been booked on to upcoming e-learning courses to refresh their knowledge, and we saw that people's previous refresher training was referenced within supervision notes. The deputy manager had created a new training matrix to make sure that all future training sessions were formally recorded and evidenced.

People were encouraged to make decisions and express their wishes about their day to day routines and preferences. Staff had a good understanding of service users' rights regarding choice. We saw that care plans contained clear and specific information that promoted people's choices, and staff were aware that the people they were supporting were very independent and had the capacity to make their own decisions.

People had choice in what food and drink they had and were supported to maintain a healthy and balanced diet. People had their own kitchens within their flats, and could have support from staff to budget for, prepare and cook food if they wanted to. Most people were able to independently make their meals. People had regular access to the health services and healthcare professionals that they required. We saw that health information was documented within people's files.

Is the service caring?

Our findings

People were treated with care and respect. We observed staff interact with one person, and saw that they were spoken to in a warm and pleasant manner. The person was comfortable in the presence of staff and was given the time they needed to express their wishes. One member of staff said, "I like helping the people here, I feel like we are all friends."

Care plans we looked at contained information about people's personality and personal history. We saw that people's skills and positive attributes had been observed and documented for staff to learn about. People's choices in relation to their daily routines and activities were listened to and respected by staff. Staff treated people as individuals, listened to them and respected their wishes.

The privacy and dignity of people within the service was respected by all the staff. People had their own self-contained flats and staff respected people's privacy. We saw that staff knocked on doors and checked with people before entering. Staff made sure to ask the permission of one person before showing us their flat. Other people were also asked and did not want anyone to visit them, staff respected their choice.

Is the service responsive?

Our findings

People received care that was specific to their individual needs and requirements. The deputy manager told us that the registered manager carried out pre assessments of people's needs to make sure the service was right for them. We saw that all care planning contained detailed preferences, likes and dislikes, and staff had a good knowledge of each person. One staff member said, "We understand what each person likes, and what they don't like. We get to know people as best we can."

People were able to take part in activities, and were supported to follow their interests. We saw that people's interests were recorded so that staff could support people within this area. We saw that one person had expressed an interest in using the internet, internet access was arranged for them, as well as support to purchase and use a tablet computer. We saw that the registered manager regularly held sociable dinners where people could sit down and eat together with the registered manager and chat.

There was a complaints procedure in place. We saw that an easy read version of the complaints procedure had been created so that all people were able to access it. No recent complaints had been made by anyone, but we saw that there was a system in place which recorded what actions and outcomes there may be from any complaint made.

Is the service well-led?

Our findings

The service had a positive and open culture, and staff were well supported and were happy and confident in their roles. One staff member said, "I like working here a lot, I think people are looked after well." All the staff we spoke with made similar comments about the positive work environment and consistency within the service.

Staff felt listened to and able to speak to management whenever they required. One staff member said, "The managers are very good, we can contact someone at any point, and we can go to the office whenever we need to." We saw that staff meetings were held and minutes recorded. Staff confirmed that they regularly attended staff meetings, and felt they were kept up to date with the service and could express any concerns that they might have.

Quality assurance systems were in place to help drive improvements. These included regular checks on care plans and staff files to ensure the information was accurate and up to date. Quality assurance questionnaires were sent out to people to gather feedback on the quality of care they were receiving. We saw that the feedback was positive, and if any concerns were raised, actions were recorded and carried out by the registered manager to ensure the service was as effective for people as possible.