

Creative Support Limited

Creative Support - Morecambe Service

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Creative Support - Morecambe Service supports people who have a learning disability or mental health needs in their own home. Support is provided through domiciliary care home visits and through the provision of supported living services. At the time of the inspection visit the service provided support to 31 people in supported living settings and 27 people in their homecare service.

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

Concerns had been raised that not all staff had always delivered person centred support. This was being investigated by the provider. The provider had made changes to the staff supporting people, to minimise the risk that bad practice would be ongoing. One staff member told us, "People are happier than before."

Our observations indicated people felt safe in the company of staff present, with their rights and dignity being promoted and respected. We noted people had choice and control, and guided staff on their preferences and wishes.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, 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 providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. We visited three people who were able to access health and social care community-based facilities. With help from staff, they maintained contact with and, before pandemic restrictions were in place, visited their families. Staff had good knowledge of how people's personalities and abilities informed how they shared their likes, wishes and wants. We observed people were confident in sharing their views and opinions with staff.

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 17 December 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns received about some people being at risk of abuse. A decision was made for us to inspect and examine those risks. 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.

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

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

Creative Support - Morecambe Service

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had about the management of risk and allegations of abuse.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

One inspector carried out the inspection.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats. This service also provides care and support to people living in '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 announced. We gave a short period notice of the inspection because some of the people using the service could not consent to a home visit from an inspector. This meant that we had to arrange for a 'best interests' decision about this.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spent time with three people who used the service so we could observe their experience of the care provided. We spoke with five members of staff including the registered manager, regional manager, supported living manager and two support workers.

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

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 specific concerns we had about allegation of abuse. 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

- The provider had systems to record, report and analyse any allegations of abuse. Staff had received training to recognise abuse and knew what action to take to keep people safe, including reporting any allegations to external agencies.
- Allegations of abuse had been highlighted using Creative Support's internal whistle blowing processes and by sharing their concerns with an independent external regulator.
- At the time of our inspection there was an ongoing investigation into the allegations raised. The local management team and external auditors were reviewing evidence and had spoken with staff.
- The provider identified some improvements were required to ensure systems to prevent the risk of abuse were effective. Staff spoke encouragingly about the changes introduced to safeguard people and felt this had had a positive impact on people being supported. One staff member told us, "It's a lot better now, more focused on the people."
- Our observations indicated people felt safe in the company of staff present, with their rights and dignity being promoted and respected. We noted people had choice and control, and guided staff on their preferences and wishes.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the hygiene practices of the premises.
- 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.

Learning lessons when things go wrong

- During the pandemic the provider had reduced oversight of systems and practices that protected people from the risk of abuse. Based on evidence gathered, the management team had reviewed their practice and introduced new measures to allow greater scrutiny of people, staff, the day to day culture and governance.