

Westwood Care and Support Limited

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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

What life is like for people using this service:

The care service had been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. These values include choice, promotion of independence and inclusion. People with a learning disability were supported to live as ordinary a life as any citizen.

People were protected from abuse. Staff understood their role and responsibilities for keeping people safe from harm. People told us they felt safe using the service and would tell someone if they felt unsafe. Medication was managed safely. There were safe processes in place to enable people to obtain and administer their own medication. People were supported to take risks as part of an independent lifestyle. People were protected from the risk of the spread of infection because staff followed good infection control practices. People's needs were met by the right amount of staff who were suitably skilled and experienced.

Care plans identified intended outcomes for people and how they were to be met in a way they preferred. People told us that staff provided them with all the right care and support. Staff were inducted into their roles and completed the training they needed. People were supported to shop for their own food and plan healthy meals of their choice. People received the support they needed with their healthcare. People consented to their care and support. Staff understood people's rights to make decisions in line with the Mental Capacity Act 2005.

People were treated with kindness, compassion and respect. People told us that staff were kind and respectful of their privacy, dignity and independence. Staff supported people to maintain and develop life skills and to achieve their goals and aspirations. Staff understood and supported people to maintain important relationships.

People were involved in the development and reviewing of their care plans. People's strengths, level of independence, personal history, hobbies and interest were reflected in their care plans. People were supported to access the local community and work opportunities. People were provided with information about how to complain and they were confident about complaining should they need to. They were confident that their complaint would be listened to and acted upon quickly.

The service was well managed by a person who promoted a positive culture that was person centred and inclusive. People and staff described the registered manager as supportive and approachable. They told us they were fully engaged and involved in the running and development of the service. The systems for checking on the quality and safety of the service were effective and helped to make improvements to the service.

More information is in Detailed Findings below

Rating at last inspection: Good (report published 16 June 2015)

About the service: Westwood Care and Support Care Limited provides care and support to people living in three 'supported living' settings, so that they can live in their own homes 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. At the time of our inspection the service was supporting 8 people with a learning disability.

Why we inspected: This was a planned inspection based on the rating at the last inspection. The service remained rated Good overall.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received 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?

Good ●

The service was safe

Details are in our findings below.

Is the service effective?

Good ●

The service was effective

Details are in our findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our findings below.

Westwood Care and Support Limited

Detailed findings

Background to this inspection

The 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 checked 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.

Inspection team: The inspection was carried out by one adult social care inspector.

Service and service type: Westwood Care and Support Limited is a domiciliary care agency, providing personal care and support to people living in their own homes. The service operates from an office based in Halewood, Knowsley. At the time of this inspection eight people were using the service.

The service had a manager registered with the Care Quality commission, who is also the registered provider. This means they are legally responsible for how the service is run for the quality and safety of the care provided.

Notice of inspection: We gave the service 48 hours' notice of the inspection visit because we needed to be sure that someone would be in the office to support our inspection.

What we did when preparing for and carrying out this inspection: We reviewed information we had received about the service since the last inspection. This included details about incidents the provider must notify us about, such as abuse. We also reviewed the Provider Information Return (PIR). The PIR provides key information about the service, what the service does well and the improvements the registered provider plan to make. We used all this information to plan our inspection.

During the inspection, we spoke with four people who used the service, the registered manager and three members of staff. We reviewed care records belonging to four people and recruitment, supervision and

training records for three staff. We also reviewed a range of quality assurance records.

Is the service safe?

Our findings

People were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- People were protected from abuse. Staff understood how to support people from the risk of avoidable harm. Risks were assessed and people's safety was monitored and managed in a way that respected their choice and freedom.
- Staff had completed up to date training in topics of health and safety and they had information about how to support people to stay safe in the event of an emergency.

Using medicines safely

- Medication was managed safely. Staff had completed the relevant training and underwent regular competency checks.
- Medication was safely stored and medication administration records (MARs) were accurately completed.
- People told us they received their medication on time and that staff were careful when administering it. One person commented; "They [staff] are always here on time to give me my tablets."
- Where possible people were encouraged and safely supported to collect their medication from the pharmacy and to self-administer them. One person told us that this was particularly important to them as they liked to be as independent as possible. Another person told us they had the option of administering their own medication but had chosen for staff to do it as they felt it was safer for them.

Staffing and staffing levels

- Safe processes were followed for recruiting new staff. A range of employment checks were carried out on applicants before they were offered a job.
- People were supported by the right amount of staff with the right skills, knowledge and experience.
- Sufficient numbers of staff were available to provide people with the level of support they needed to safely meet their assessed needs. This included the provision of one to one support for people who needed it.
- People told us they were consistently supported by staff who they were familiar with. One person told us, "I like that it's mostly the same staff" and another person told us, "They stay as long as they have to, never rush off."

Safeguarding systems and processes

- The service had systems in place to safeguard people from abuse. Staff had completed up to date safeguarding training and had access to advice and guidance should they need to refer to it. Staff knew the different types of abuse and how to raise a safeguarding concern.
- People were provided with accessible information about abuse and they understood what was meant by abuse. People told us they trusted the staff and felt safe with them, their comments included; "I trust them [staff] a lot" and "They make me feel very safe."

Preventing and controlling infection

- Staff were provided with training and information about the prevention and control of infections and they

described how their practice. They were provided with the necessary personal protective equipment (PPE) to help minimise the spread of infection.

Learning lessons when things go wrong

- When something had gone wrong the registered manager had responded appropriately and used any incidents as a learning opportunity.

Is the service effective?

Our findings

People's care, treatment and support achieved good outcomes, promoted a good quality of life and was based on best available evidence.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Assessments of people's needs were completed and used to identify the areas of support where a care plan was required. People were fully involved in completing their assessment and care plan. Care plans detailed what staff needed to know to help and support people in a way that they preferred.
- Staff applied learning effectively in line with best practice, which led to good outcomes for people. Staff used their learning to promote people's choice, independence and inclusion.
- People told us that staff always arrived at their home on time and stayed with them for the right amount of time. One person said, "They are always on time and most of the time they stay for longer and we have a chat." People told us that had staff contact details and could call upon them if they needed advice or support outside of their planned visit times.

Staff skills, knowledge and experience

- Staff were competent, knowledgeable and skilled; and carried out their roles effectively. People told us that they felt the staff were knowledgeable, well trained and good at their job. Their comments included, "They [staff] are very good at their job. They know exactly how I like things done" and "I can't fault them [staff] at all they are so good."
- New staff were inducted into their role. Ongoing training was provided to all staff in topics relevant to their role and people's needs and it was kept up to date. The registered manager/provider monitored staff training, attendance and performance.
- Staff were provided with opportunities to discuss their work and training needs through regular supervisions and an annual appraisal. The registered manager carried out regular visits to people's homes to obtain their feedback about staff and to monitor staff performance.

Eating, drinking, balanced diet

- People received the support they needed to eat drink and nutritional and hydration needs were assessed and planned for. People's likes, dislikes and any food intolerances or allergies were detailed in their care plan.
- Staff completed training in relation to nutrition and hydration and they had a good understanding of the importance of supporting people to maintain a healthy and balanced diet. People shopped for their own food and planned their meals with staff support.

Healthcare support

- People received the support they needed with their healthcare. Some people managed their own needs with the help of family members or friends. However, any support staff were required to provide was detailed in their care plan.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed.

When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible. People can only be deprived of their liberty to receive care and treatment with appropriate legal authority.

In community care settings applications to deprive people of their liberty must be made to the Court of Protection (CoP). We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met. At the time of the inspection no one using the service had a CoP in place.

- The registered manager and staff had completed MCA training and had access to associated information and guidance. They understood the principles of the Mental Capacity Act 2005 and how it impacted on their work. They understood the importance of gaining people's consent prior to providing care and support and respected people's rights to make their own decisions.
- Care records included people's wishes, choices and preferences about how their care and support was to be provided.

Is the service caring?

Our findings

The service involved and treated people with compassion, kindness, dignity and respect.

Ensuring people are well treated and supported

- People were treated with kindness, respect and compassion. One person told us, "The staff understand me very well and have always been there for me.". Another person told us "I think of them [staff] like my family. Both people told us they thought the staff were very caring and kind.

Respecting and promoting people's privacy, dignity and independence

- Staff understood the importance of ensuring people's rights were upheld and that they were not discriminated against in any way.
- Staff were respectful of people's privacy dignity and independence. They encouraged and supported people to maintain and develop daily living skills and they worked with people to plan and achieve their goals and aspirations. One person told us; "They [staff] have helped me so much, they have helped me to do things I never thought I could do" and another person said, "They [staff] know what I am good at and give me help when I need it."
- People told us that staff did not enter their home or bedroom without knocking and being invited in. They also told us that staff maintained their privacy when assisting them with personal care.
- Staff spoke about and to people in a polite and respect way and acknowledged their individual strengths and abilities.
- People were supported to maintain relationships with those close to them. Staff had a good understanding of the relationships which were important to people and they were respectful and supportive of them.

Supporting people to express their views and be involved in making decisions about their care

- Staff provided people with information and signposted them sources of advice and support as and when they needed it, including advocacy services.
- People were given an opportunity to express their views about their care and support. The registered manager maintained regular contact with people and held monthly care review meetings. Care review meetings provided people with an opportunity to focus and reflect on their care plan and discuss and agree any changes they wished to make.
- People told us they felt listened to. Their comments included; "They [staff] always listen to what I've got to say" and "I tell them my opinion and they listen."

Is the service responsive?

Our findings

People received personalised care that responded to their needs.

Personalised care

- People were empowered to make choices and have as much control and independence as possible. People were fully involved in the development and review of their care plan. Care plans were person centred, they took account of people's views, opinions, preferences and things of importance
- Staff provided people with the support they needed to follow their interests and take part in activities which were meaningful to them.
- Staff also supported people to maintain important relationships, access work and educational opportunities and take part in activities in the local community. One person told us, "I love my little job and they [staff] know how important it is to me."
- People's needs were identified, including those related to protected equality characteristics, and their choices and preferences were regularly met and reviewed. For example, reasonable adjustments were made where appropriate; and the service identified, recorded, shared and met the information and communication needs of people with a disability or sensory loss, as required by the Accessible Information Standard. People were provided with information in a format which they could easily access and understand.

Improving care quality in response to complaints or concerns

- People knew how to provide feedback to the management team about their experiences of care and the service provided a range of accessible ways to do this.
- People knew how to complain and they told us they had no worries about complaining should they need to. One person told us, "I've nothing to complain about at all but I know if I did [Name of registered manager/provider] would sort it right away" and another person told us "I'd speak up if I didn't like something."

End of life care and support

- People were given the opportunity to discuss their decisions about their preferences for end of life care. How they wanted to be supported as they approached the end of their life and others they wished to be involved were recorded in their care plan.

Is the service well-led?

Our findings

Leadership and management assured person-centred, high quality care and a fair and open culture.

Promotion of person-centred, high-quality care and good outcomes for people

- Staff understood the provider's vision for the service and they described how they worked as a team to deliver person centred care to people.
- The registered manager/provider demonstrated a commitment to provide person-centred, high-quality care by engaging with everyone using the service and stakeholders.
- The management team positively encouraged feedback and acted on it to continuously improve the service.

Manager's and staff roles, understanding of quality performance, risks and regulatory requirements.

Continuous improvements and improving care.

- The quality and safety of the service was checked regularly and any areas identified as requiring improvement were made in a timely way. Risks to people were quickly identified and mitigated.
- The service was well-run. Staff at all levels understood their roles and responsibilities and managers were accountable for their staff and understood the importance of their roles. They were held to account for their performance where required. People and staff described the registered manager/provider as being very supportive and approachable.
- The registered manager knew their responsibilities for reporting safeguarding concerns onto the relevant agency including CQC and to notify CQC of other incidents and events which occurred at the service. The registered manager kept up to date with current good practise and legislation relevant to the service and the people supported.
- Policies and procedures in place supported effective decision making and delegation. Policies and procedures were regularly reviewed by the registered manager and kept up to date in line with current legislation and best practice.

Engaging and involving people using the service, the public and staff. Working in partnership with others

- The service involved people and where appropriate family members in day to day discussions about their care in a meaningful way. This was done through regular contact with people and through care review meetings. People gave their views about the service and their feedback had been used to make improvements.
- The service worked in partnership with others. Links were maintained with the local community and statutory agencies such as local authority commissioners and safeguarding teams.
- Staff were actively involved in the development of the service. They were kept up to date with any changes and were encouraged to put forward any ideas about new ways of working. Staff told that they felt involved and that the registered manager regularly asked their opinion about the service and how it could be improved.