

P.G.S Healthcare Limited

Basildon Supported Living Service

Inspection report

134 Methersgate
Basildon
Essex
SS14 2LX

Date of inspection visit:
03 October 2018

Date of publication:
31 October 2018

Ratings

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|---------------------------------|---------------|
| 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? | Outstanding ☆ |

Summary of findings

Overall summary

The inspection took place on 3 October 2018. The provider was given 48 hours' notice because the location is a supported living scheme and provides a domiciliary care service for younger adults who often go out during the day, so we needed to be sure someone would be in.

We last inspected the service on 22 June 2016 at which time it was rated Good. At this inspection, we rated the service as Good.

This service provides care and support to three people living in two '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 only.

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 learning disabilities and autism using the service can live as ordinary a life as any citizen.

There was a registered manager in post who was also the registered provider. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The service was extremely well led by a registered manager who demonstrated exceptional values, a passion and dedication towards improving the lives of the people the service supported. They led by example which was underpinned by a human rights approach based on ensuring people had equality, choice, autonomy and freedom to lead meaningful and fulfilling lives. The registered manager was highly valued by people, staff and professionals and was described as someone who went that extra mile to support the people in their care.

People who used the service were safe and at very at ease with staff. Risks to people had been individually assessed and staff knew what to do to manage those risks which supported people to do the things they wanted and live their lives as independently as possible.

Staff were trained in safeguarding and were able to describe types of abuse and what they could do to protect people from the risk of harm. Medicines were stored, administered and disposed of safely by staff who had been trained and assessed as competent in medicine management.

There were sufficient staff who had been safely recruited to meet people's needs. Spot checks were carried

out to ensure the quality and competency of staff was of a high standard. Infection control measures were in place for staff to protect people from the risk of infection through training, cleanliness and the use of protective clothing where required.

People's needs had been assessed including their strengths and abilities which promoted their , rights and autonomy. Staff had the knowledge and skills to support people appropriately and to be competent in their role. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.

The service assisted people to have food and drinks of their choices and assisted them to have a balanced diet. Staff provided support as needed to help people access healthcare services and maintain their physical and mental health and wellbeing.

People were always respected by staff and treated with kindness. We saw staff being respectful, considerate and communicating well with people. People were encouraged to be as independent as possible and maintain relationships that were important to them. Staff helped people to have an active and fulfilling social life. People had opportunities to access the community and engage in a range of activities of their choice at home and in the community.

There were systems in place to respond to complaints. People and their relatives were provided with information on how to make a complaint or raise concerns. A quality assurance system was in place and audits of the service completed. People who used the service and their representatives were regularly asked for their views about the service and these were used to improve the service.

Further information is in the detailed findings below.

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?

Outstanding ☆

The way the service was led was outstanding.

People benefitted from a service that had a dedicated registered manager whose vision and values were used to support people to lead full and meaningful lives.

Staff consistently demonstrated open and respectful communication in their interactions with people and with each other.

People's views were sought and acted upon and they were encouraged to shape the direction of the service.

Robust quality assurance processes ensured the safety, high quality and effectiveness of the service.

Basildon Supported Living Service

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 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.

The inspection took place on 3 October 2018 and was announced. The provider was given 48 hours' notice because the location is a supported living scheme and provides a domiciliary care service for younger adults who often go out during the day so we needed to be sure someone would be in.

Prior to the inspection we reviewed the information we held about this service. This included statutory notifications which contain information about important events which the provider is required to send us by law. We also looked at the Provider Information Return which is a form that tells us about the service and any improvements they plan to make.

As part of our inspection we saw two people receiving care and support in their own home. We observed the interactions between the people and the staff supporting them. We spoke with the registered manager and two care staff. We also received feedback from two health and social care professionals as well as written feedback from another professional.

We looked at three people's care plans and daily notes and other records relating to the management of the service including staff files, minutes of meetings, quality audits and satisfaction surveys.

Is the service safe?

Our findings

At the last inspection, this key question was rated as Good. At this inspection we have judged the rating remains Good.

People told us they felt safe at the service. One person said, "I feel very safe here and the staff have made it that I am." We saw that they were relaxed in the company of the staff supporting them.

Staff had been trained in how to protect people from the risk of abuse and demonstrated good knowledge of the signs to look for and how to report any concerns they may have. They understood their safeguarding responsibilities and had systems in place to ensure concerns were appropriately investigated and reported to the relevant authorities. Financial procedures and audits were in place where the service was responsible for people's money.

Individual risks to people had been identified with management plans in place providing guidance for staff to follow. All staff were aware of the risks and knew what to do to keep people safe. Systems were in place to record and monitor incidents and accidents and these were monitored by the registered manager. Any trends or themes identified were actioned quickly to prevent reoccurrence.

There were sufficient numbers of staff who had been safely recruited to meet people's needs. The service had its own bank staff so holiday leave and sickness was covered by staff who knew people well which ensured continuity and familiarity. Staff recruitment records showed that the necessary checks had been undertaken so that staff were safe to work with people in a social care setting.

There were systems in place to administer, store and dispose of medicines safely. People could have assistance to take their medicines if they required. If people had support with this, their medicine records evidenced that they had received their medicines as prescribed. Staff had been trained and assessed as competent to administer medicines safely. A health care professional told us, "This service is always on the ball about medicines and liaises with us on behalf of people to make sure they have the correct medicines."

People were protected against the spread of infection. Staff had been trained in infection control procedures and were provided with personal protective equipment.

Lessons had been learned from analysing and investigating concerns. For example, one person was having falls and, after investigation, it was established that it was due to poor lighting which was easily remedied and had reduced the amount of falls the person had. The registered manager was proactive in ensuring the service improved from the experiences and views of people who used the service and their representatives. One social care professional told us, "I always know this service will look into things properly and I trust that people will be safe in their care."

Is the service effective?

Our findings

At the last inspection, this key question was rated as Good. At this inspection we have judged the rating remains Good.

People told us that the staff supported them well. One person said, "They help me, they know what to do."

All aspects of people's needs were assessed, and care and support plans developed and adapted as things changed. Our observations, and the service's written records showed, that people received good quality care and support from well trained staff with the right skills, values and attitude. We observed how staff were with people, how effective their communication was in how they spoke and acted and how they respected people. They were positive, sensitive, encouraging and had a 'can do' attitude.

The training programme and staff certificates showed that staff were up to date with their training and knowledge which reflected the individual needs of people who used the service. The registered manager told us that they ensured their training was also up to date so that they could support staff in putting theory into practice. Staff completed the Care Certificate if they had no prior experience of care work. This process represented best practice for inducting new staff into the health and social care sector. Staff received ongoing training, observations of their practice, supervisions and an annual appraisal. This meant that staff received consistent support to develop professionally and identify any learning needs.

People received support to eat and drink enough to maintain a balanced diet and stay healthy. Where people had dietary needs related to their health, these needs were recorded. We saw that people's likes, dislikes and preferences were all recorded, and they had support to go food shopping and with the preparation of their meals. A staff member told us, "One person is going to slimming world with a friend. If either of them lose a pound or even half a pound, they go into town and have a cream doughnut afterwards."

People were supported to live healthier lives and maintain good health by attending regular checks and medical appointments with the support of staff if required. Where people needed healthcare staff to understand them, for example, when going or staying in hospital, the service had developed pictorial information called a 'hospital passport'. This enabled professionals to understand people's needs and how they communicated when meeting them and talk with them appropriately.

The service worked with health and social care professionals to ensure good outcomes for people. There was good joint working between a range of professionals involved in people's care. One social care professional told us, they let us know about incidents, concerns and seek our advice."

The Mental Capacity Act 2005 (MCA) provides a legal framework for making 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 make some 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 when this is in their best interests and legally authorised under the MCA. Applications to deprive a person of their liberty in their own home must be made to the Court of Protection.

The registered manager and staff team understood their responsibility around the MCA. People's care plans gave detailed guidance to staff on how to support people to make their own decisions and balance their lifestyle with assessed risk taking. The staff supported people well to have autonomy and freedom to live a life with choice and control.

Is the service caring?

Our findings

At the last inspection, this key question was rated as Good. At this inspection we have judged the rating remains Good.

People told us the staff were warm, friendly, caring and funny. One person said, "They are nice, I like them." Another said, "Everyone has been really nice to me." One staff member said, "I can speak for all of us when I say we really care about the people we work with."

We observed that people appeared very relaxed with the staff providing their care and support. Staff knew the people they supported very well and understood the importance of respecting people's beliefs, personal preferences and choices. One person was having their breakfast when we visited them. The staff member had a warm approach and was reassuring and respectful when speaking with them.

Staff knew people's history and were aware of the need to be sensitive and gentle. Staff listened to what people said and responded back in an affirming and clear way so they were assured of being heard. One person, for example, asked the same question many times and we heard the staff member responding and being consistent in their reply until the person was reassured.

People were involved in decisions around their care and support, for example, we saw that one person was involved in interviewing potential new employees and their feedback decided if the person would be taken on or not. Staff were matched to people's needs, personalities and shared interests so that they could have fulfilling and caring relationships with the staff who supported them.

Rota arrangements were arranged based on the needs and routines of people who used the service in order that they could have an interesting and fulfilling life. This helped people and staff to develop positive and caring relationships. Staff always had time to spend with people as support was available when people needed it.

The service was complying with the Accessible Information Standard. Guidance for staff on how best to communicate with people was documented in their care plans. These included techniques and advice to support effective communication with people. Easy read care plans and mood and pain symbols were all used to support people to communicate their wishes and feelings. People's sensory needs were assessed, recorded and met.

People were supported to live their lives in the way they chose. Independence was promoted and encouraged within people's own homes and in accessing the community. People were assisted with household tasks to maintain their home environment and to use public transport to access the community. Staff helped them plan their day if needed, suggesting alternatives so that people had a choice in their daily lives. People's dignity and individuality was respected and nurtured.

Advocacy services were available to people and had been used in the past when a person needed

independent support to make their own decisions. The registered manager had been proactive in ensuring that the person had their own voice and was listened to and supported.

Is the service responsive?

Our findings

At the last inspection, this key question was rated as Good. At this inspection we have judged the rating remains Good.

People told us that the service responded well to their needs and wishes. One person said, "I have settled in well here. They [staff] talked to me about everything." They also told us, "The staff are respectful and nice, they have experience of things in their life which help to know how I might be feeling. I need to have people like that around me."

Before people began using the service, an assessment was completed to ensure the service could meet their needs. Care and support plans were developed from this initial assessment and we saw that they reflected people's physical, emotional, mental and social needs. They were written in a respectful, clear and non-judgemental way. The staff went through the plan with people to ensure they agreed with the contents and they signed their agreement to it.

We looked at three people's care records and found their personal history, interests and aspirations, strengths and abilities had been explored and documented. A life history was included which detailed who the person was and what and who was important to them in the past as well as in the present day. From this, staff could provide person centred care that fully supported and respected people's individuality.

Care plans were reviewed when people's needs changed so that they were kept up to date. People were fully involved in these reviews. For example, for one person, they told the staff that they had made a butterfly at a centre which they were happy about and this had reduced their anxiety and distress. It was also recorded that the person had said, "Next week, not this week, I want to go back on my diet." This showed that people directed their care and support and staff responded to their wishes. The daily notes also recorded how people spent their daily lives and what they participated in and this was written in a respectful way.

We looked at how the service recognised equality, diversity and protected people's human rights. Care records captured key information about people including their age, gender, personal, cultural and religious beliefs and their ethnicity and sexual orientation. People's right to have a sexual relationship, to follow specific religious festivals and to have the preference of gender of care staff to provide their care was respected. People and staff members who had similar interests were linked to help them feel comfortable and develop mutual relationships. People could be assured that who they were would be recognised, nurtured and supported.

Staff supported people to access the community and enjoy a range of individual activities which people expressed an interest in. People were supported and encouraged to build and maintain important relationships with friends and family and, where necessary, the service liaised with families and arranged visits on people's behalf.

There was a system in place to record and respond to complaints and compliments. At the time of the

inspection, there had been two complaints in August 2018 which had been dealt with appropriately with an apology given. The registered manager told us that they always apologised first before investigating as they were always sorry that people would have to make a complaint or raise a concern in the first place.

At the time of the inspection, the service was not supporting anyone with end of life care needs. People's end of life wishes and funeral arrangements had been recorded if any decisions about their views had been agreed. A bereavement policy was available for staff to refer to. The registered manager had also written individualised guidance for staff to support one person with their grieving process. Staff told us this was very useful and was helping the person deal with their loss. Staff were trained to support people if anyone was in need of palliative care.

Is the service well-led?

Our findings

At the last inspection, this key question was rated as Good. At this inspection we have judged the rating to be Outstanding.

There was a registered manager in post who was also the registered provider. We found that they were passionate, enthusiastic and dedicated to delivering high quality care and support.

The vision and values of the service focussed on providing truly person-centred care that was inclusive and empowering. It was evident in way the registered manager organised care shifts to support people's varied and individual lifestyles. This meant that people were not limited what they could achieve in their day to day lives. One staff member told us, "The support here is really good for people who use the service and for us."

The registered manager had developed and sustained a positive culture in the service encouraging staff and people to raise issues of concern with them, which they always acted upon. One health care professional told us, "There is no doubt that [name of registered manager] goes way beyond what you would expect of a manager. The sense of loyalty and responsibility for people is exceptional." Another healthcare professional told us, "[Registered manager] is very active in communicating with us. They are very open to suggestions and take that advice on board."

The service was extremely well led. The registered manager and staff worked as a team. Staff shared the same vision and set of values and promoted people's human rights in carrying out their roles and responsibilities. Evidence in people's care plans, daily notes and our observations of the care and support people received, demonstrated that people's lives and experiences were valued and respected. We saw excellent examples of where people had experienced traumatic life events which had significantly impacted on their wellbeing. The registered manager went the extra mile to ensure that care plans to address trauma and distress were person-centred, empathetic and that all staff followed care plan interventions and guidance. This resulted in people being able to develop trust and positive methods of coping with trauma and lead more fulfilled and less anxious lives as a result.

Team meetings were open and honest two-way discussions, proposals put forward by staff were taken into consideration and changes made as a result. For example, at the June 2018 staff meeting, because the staff team were so dedicated to their continual development, they raised that they might benefit from further in-depth training. The registered manager took on board their views and found a company to do face to face training for the staff, with the proviso that they attend each session. 'Thanks to staff for their hard work' was also recorded in the notes. One staff member said, "It's always lovely when I meet with [registered manager], it's never a chore and we have such good conversations, I always come out feeling worthwhile."

Staff retention was very good and morale was high. Staff felt very well supported and enjoyed working at the service. One staff said, "It's absolutely great working with [registered manager]. I cannot fault them at all, available, supportive and always wants the best for people." Another said, "[Registered manager] is such a fantastic boss, I would follow them anywhere if they went somewhere else."

The service empowered people to voice their opinions and input into the running of the service. We saw that one person had been involved in the interview process for a member of their staff team to ensure people had the opportunity to choose the staff who worked with them.

The registered manager had worked consistently with one person to improve their opportunities and reduce stress and anxiety. They had created gentle, encouraging ways of working with them and their wellbeing had been improved. They told us, "I say to [name of person] all the time, what did Martin Luther King say, "I have a dream" and so can you have a dream." These positive interactions meant people were not limited by circumstances, disability or illness, but rather they could set goals to improve the quality of their lives and would be supported to achieve this aim.

Satisfaction surveys were used to invite feedback and drive improvements every year. We reviewed the last survey given to people in 2018 and it was very positive. Comments included, "Staff are very friendly and I enjoy their cooking and they are teaching me," and, "If I am lonely or having a bad day, I know I can call my worker or the manager, they will always support me or help me with what I want." We saw responses from relatives which said the service was, "Excellent."

The registered manager was committed to their professional development and had completed qualifications in nursing and leadership in health and social care. They kept abreast of good practice by being affiliated with and using organisations such as Dignity in Care (from which they are waiting to become a Dignity Champion), Care Management Matters, Skills for Care and the CQC website. They used all of their knowledge to improve the service and share their learning with staff to enrich people's lives. It was clear from our observations and all the evidence gathered during our visit that they led by example and staff and people benefited from this.

Communication at the service was excellent. The registered manager was a positive role model in their leadership and a champion of change for the people in their care. They ensured staff were kept up to date with information and guidance and encouraged reflective practice. This continuous striving to ensure that the service was meeting the most up to date guidance meant that the culture of the service was one of continued development. An ethos that was also demonstrated in the care provided by people; that goals were limitless.

There was a robust data management process in place. Quality assurance mechanisms provided robust oversight of the service. The providers policy and procedures were written in a respectful and human rights way putting the person at the core of the process. The registered manager completed a range of checks and audits such as care plans, daily records, MAR sheets and incident reports to monitor the safety and quality of the service people received.

People's information was kept secure and confidentiality was maintained. In response to the General Data Protection Regulations (GDPR), staff had received the newly developed policy to understand their responsibilities about protecting people's personal information.

The service worked in partnership with health and social care professionals to achieve good outcomes for people. We obtained written and verbal feedback from health care professionals about the service which was very positive. Comments included; "I would consider the service that is being provided is of a high standard and [name of registered manager] is very much involved in the day to day management of the service in ensuring that a robust and good quality service delivery is provided at all times. I am also kept updated regarding any changes or concerns that may arise." Another said, "The registered manager is very transparent and reports any concerns straightaway. They also ring us for advice and support and they are

very engaging in making sure they follow the right path for the individual concerned."