

# Canterbury Oast Trust

# Holly Cottage

## Inspection report

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## Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●

# Summary of findings

## Overall summary

### Care service description

Holly Cottage is registered to provide accommodation and personal care for up to five people. Holly Cottage is a bungalow situated near Woodchurch village and has views over countryside. People living at the service had a range of learning disabilities. There were three people living at the service at the time of the inspection. The kitchen, dining room and lounge, as well as five single bedrooms and bathrooms are all on one floor.

### Rating at last inspection

At the last inspection, the service was rated good overall and rated requires improvement in the 'safe' domain.

### Why we inspected

We carried out an unannounced comprehensive inspection of this service on 22 September 2015. Two breaches of regulations were found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches of Regulation 12 of the Health and Social Care Act Regulated Activities Regulations 2014, medicines management and Regulation 19 recruitment.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Holly Cottage on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

At this inspection we found the service remained good overall and is now rated good in the 'safe' domain.

### Why the service is rated Good

The service had improved since the last inspection and the breaches of regulations had been met.

People were happy with the way their medicines were managed. There were now clear guidelines about people's creams and about medicines taken 'as and when' needed. Medicines records were up to date and accurate.

The registered manager had checked all of the staff recruitment files and all records relating to staff were now up to date.

Staffing was organised around people's activities and appointments. People said the staff were always there when they needed them.

Risks continued to be well managed so that no one was restricted and everyone enjoyed a full range of activities and experiences.

People said they felt safe and were supported to raise any concerns. Staff knew about different types of abuse and who to report any concerns to.

## 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.

There were enough staff to give people the right support and staff were recruited safely.

Risks were managed well without restricting people. People were protected from harm and abuse.

Medicines were managed safely.

# Holly Cottage

## **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 question, is the service safe, under the Care Act 2014.

This unannounced inspection was carried out on 29 April 2017 by one inspector. The inspection was carried out to check that the service was compliant with breaches of two regulations found at the last inspection of 22 September 2015. We inspected the service against one of the five questions we ask about services: is the service safe? We inspected on a Saturday as we wanted to catch people at home so we could talk with them.

We had not requested a Provider Information Return (PIR) because this was a focused inspection. This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. Before the inspection we reviewed all the information we held about the service, we looked at previous inspection reports and any notifications received by the Care Quality Commission. A notification is information about important events, which the provider is required to tell us about by law.

We spoke with three people who lived at the service, the registered manager, assistant manager and a member of staff. We spent time with people chatting and observing the morning routine. We looked at some records and one person showed us around the service.

# Is the service safe?

## Our findings

People told us they felt safe, they told us that they got on well with each other and with staff. People had known each other for a long time. There was laughter and joking between people and staff and the atmosphere was relaxed and calm. People were relaxing, doing some housework and planning a trip out.

People said they were happy with the way their medicines were looked after and given to them by the staff. People agreed that this system suited them. Since the last inspection the registered manager had updated the guidelines for people who took medicines on an 'as and when needed' basis including pain relief. Guidelines about where to apply any creams and how often, had also been updated. Medicines were stored safely and medicine records were clear and up to date. Staff had regular training about medicines management and were knowledgeable about people's medicines.

The staffing levels were planned around people's appointments and activities. There were three staff on duty supporting three people when we inspected including two managers. The staff team worked across two houses next door to each other. People said that staff were always around when they needed them. The managers shared an on call system to give advice and support out of hours. Photographs of the staff on duty were displayed so people knew who would be supporting them.

Since the last inspection the registered manager had audited each staff recruitment file. These files now contained all of the information required including proof of identity, a photograph and full employment history. Any gaps in employment history had been questioned and explained. The staff recruitment file we checked had all of the checks and information required.

People told us they felt safe and incidents and accidents were rare. One person told us "I feel very happy and safe here." All rooms were on one level and doorways and rooms were spacious so people could move around freely without hazards. Staff organised regular fire drills and people told us they took part and knew what to do if there was an emergency.

Staff continued to have regular training about abuse and how to safeguard people from harm. Staff we spoke with knew about different types of abuse and knew who they could report any concerns to. Information with pictures and large print was displayed on a notice board about abuse and what to do if anyone felt unsafe. People were mostly supported by their loved ones but advocacy information was displayed should anyone need an advocate to help them air their views.

People were supported to manage their money safely and people had access to their money when they needed it. Senior staff carried out regular checks of any money spent against receipts to help safeguard people's money.

Risks to people continued to be creatively managed so that people were enabled to take part in a variety of activities and were not restricted. Staff had a 'can do' attitude when it came to risk taking and helped people to weigh up the risks and benefits of activities. This had been effective leading to one person flying abroad

by themselves on a regular basis to visit family members. Staff made sure assistance and support was organised to ensure the person's safety from taking them to the airport, keeping in touch with the family and labelling hand luggage and cases with emergency information.

Written risk assessments were regularly reviewed to make sure they were still relevant and up to date so that staff had relevant guidance to follow.