

Dalskats Limited

Summer Cottage

Inspection report

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Date of inspection visit:
15 January 2020

Date of publication:
21 February 2020

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

About the service

Summer Cottage is a residential care home providing personal care for up to two people with learning disabilities or autistic spectrum disorders. At the time of this inspection there were two people living there. The property is a bungalow on a residential housing estate on the edge of Chudleigh. There are no outward signs that it is a care home.

Summer Cottage is registered under the provider name of Dalskats Limited and operates under a brand name of "Home Orchard, along with three other local services. The three other services and Summer Cottage share some administrative facilities, records and management systems, and are all located within approximately 400 yards of each other. The services work closely together; staff work between the services by agreement and people living in each service mix socially and share some day activities.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

People living at Summer Cottage enjoyed active and fulfilling lives. They were able to use the facilities in the grounds of Palace Farm nearby where they could participate in activities such as gardening, bee keeping, animal care, games, arts and crafts. Palace Farm is a smallholding which was set up for people with learning disabilities who live in the four homes run by the provider. People told us about enjoyed activities in the local community such as clubs, walking groups and meeting friends. A member of staff said, "If a resident has an interest it is actively encouraged".

There was a stable, happy and well-trained staff group. There were enough staff to support each person in their daily activities. Care was taken when recruiting staff to ensure new staff were entirely suitable for the job. People were involved in choosing new staff. A relative said, "Staff know her well. They can recognise the signs of any upset". Another relative said, "The staff very good. I am happy with the support. They know her very well - what makes her tick".

People were given help and encouragement by staff to keep their home clean. The bungalow was well maintained and safe. People were involved and consulted in all aspects of the home. Each person's bedroom was decorated and furnished to reflect their interests and preferences. Risk assessments had been carried out on the environment, equipment, and on people's health, wellbeing and daily activities. Support plans explained each person's health and personal care needs and how they wanted to be supported.

People were supported to eat a healthy diet. They used eggs, fruit, vegetables and honey from the gardens at Palace Farm along with other ingredients from local shops. People told us how they chose their own meals and helped to prepare them.

The service was well-led. People, staff and relatives praised the providers and management team for their caring ethos. A member of staff told us, "(The provider's) ethos is good. Independence, dignity and respect. (The providers) are always looking to improve. They want the best for everyone." There were systems in place to ensure the service was well run. The providers sought the views of people living there, staff and relatives through questionnaires, meetings, supervisions and reviews. People, staff and relatives were involved and consulted about all areas of the home and care provided.

People were supported to have maximum choice and control of their lives and staff supported support them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The service applied the principles and values of Registering the Right Support and other best practice guidance. These ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence. The outcomes for people using the service reflected the principles and values of Registering the Right Support by promoting choice and control, independence and inclusion. People's support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

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 22 September 2017)

Why we inspected

This was a planned inspection based on the previous rating.

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 safe findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Summer Cottage

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

The inspection was carried out by one inspector

Service and service type

Summer Cottage is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. The registered manager is also one of the providers. Registered managers and providers are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service five days' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be available to support the inspection. We also wanted to be sure people would be at home so that we could meet them.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spent three days inspecting three of the four services run by the providers – Palace Farm, Summer Cottage and Sunset Cottage. We looked at the administrative and management processes that covered each of the four services run by the providers, including Lynwood (which was not inspected at this time). The staff team cover all four of the services and therefore some parts of this report are duplicated in the reports for Palace Farm and Sunset Cottage. However, the lives and experiences of the people living in each service were different and unique, and their views are reflected in each report.

We spoke with two people who lived in Summer Cottage. We spoke with the providers, their consultant, two administration staff, two heads of care and seven members of staff.

We reviewed a range of records. This included two people's care records and multiple medication records. We looked at two staff files in relation to recruitment and staff supervision. A variety of records relating 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. We looked at training data, staff rotas and quality assurance records. We spoke with two relatives on the telephone and we received emails from six members of staff.

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. At this inspection this key question has now remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Robust systems, policies and procedures were in place to protect people from the risk of abuse. A relative told us they felt their daughter was safe, and went on to say, "I could happily speak with {the providers} if I had any concerns. They are very approachable".
- All staff received training at the start of their employment and regular updates on safeguarding.
- Staff were confident they could recognise the signs of possible abuse and knew how to report any concerns. A member of staff told us, "People know who to speak to. They would speak out. People are safe here. I have no concerns".
- Safeguarding was discussed in staff meetings and in staff supervisions. Safeguarding was listed as the first item on staff supervision agendas to ensure it was regarded as a high priority.
- There were systems in place to protect people from the risk of financial abuse. If staff supported people to look after their day-to-day spending, records were maintained of all transactions and these were checked regularly to ensure they were correct. Copies of monthly transactions were shared with people's next of kin or representative.

Assessing risk, safety monitoring and management

- The two people living at Summer Cottage told us they felt safe and well cared for, and this was confirmed by their relative. A relative said, "Yes, I feel she is safe".
- People were supported to do the things they wanted to do and live their lives as they wished. If they wanted to participate in activities that may present a risk, assessments had been carried out to ensure they could carry out the activity as safely as possible. For example, one person was living with epilepsy. They enjoyed going swimming, going out in the car, and going out in the community. Detailed risk assessments were in place and staff knew how to support the person with these activities in the event of a seizure.
- Risk assessments had been completed on all anticipated risks associated with people's health.
- People lived in an environment that was safe. Risk assessments had been carried out on the environment, including the risk of fire. Improvements had been carried out to the fire safety equipment in recent months. Fire equipment was regularly checked and serviced. Checks were carried out by specialist companies on gas, electricity and water to ensure all equipment and services were safe

Staffing and recruitment

- People, staff and relatives told us they were satisfied there were always enough staff on duty to meet people's needs safely. People told us they had support when they needed it. A member of staff told us that the staffing levels each person was funded for was set out in their support plans. They were confident each person received the correct amount of support, and they were always

- New staff were carefully recruited. Staff were not allowed to begin working with people until all essential pre-employment checks were completed and the provider was confident they had the right qualities for the post. In the last year only two new staff had been recruited. People who lived at Summer Cottage participated in the recruitment process. They met applicants before they were appointed, and their views on the applicants were sought.
- There was a stable staff group and a low staff turnover.

Using medicines safely

- Medicines were administered by staff who were trained and competent.
- Records of medicines administered were well maintained.
- Medicines were stored in a locked kitchen cupboard. New individual secure medicines cabinets have been ordered for people's bedrooms. The service planned to offer people the choice of holding their own medicines in their room where they will be able to receive individual support with their medicines.

Preventing and controlling infection

- People lived in an environment that was clean and hygienic. People were supported by staff to keep their bedrooms and living areas clean. Daily and weekly checklists were completed by staff to show the areas that had been cleaned.
- Staff received training on infection control and understood the procedures they must follow to reduce the risk of infection. Equipment such as protective gloves and aprons were available for staff to use when needed.
- Policies and procedures were in place setting out the actions staff must follow to reduce the risk of infection.
- The kitchen and food preparation areas had been inspected by the local authority Environmental Health department and had been given a Good rating.

Learning lessons when things go wrong

- Where things went wrong staff were not afraid to speak up and admit errors or mistakes. There was a positive attitude towards learning lessons and taking actions to prevent incidents happening again.
- Staff also considered potential problems and how these could be avoided. For example, staff were expected to check company vehicles before each journey. Some staff said they did not feel confident to do this. A decision was reached for a competent member of staff to carry out weekly checks on each vehicle. Staff were expected to do a visual check before each journey, for example on tyres and fuel levels. Staff were satisfied with this outcome.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

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

- The two people who lived at Summer Cottage had lived there for several years. There was a close friendship between them and they were very happy sharing the bungalow.
- When the two people moved to Summer Cottage their needs were carefully assessed. Support plans had been drawn up providing detailed information which set out the care and support each person needed. Support plans contained photographs and pictures to enable each person to be as involved and consulted in their care plan as possible.
- People and their relatives were consulted and involved in reviewing their support plan, as far as they wished or were able.
- The service applied the principles and values of Registering the Right Support and other best practice guidance. These ensure that people who used the service can live as full a life as possible and achieve the best possible outcomes, including maximising control, choice and independence in their lives. The two people shared a two-bedroomed bungalow in a residential area. There were no outward signs that the property was a care home. The two people enjoyed living in a neighbourhood where they were valued members of the local community.

Staff support: induction, training, skills and experience

- People were supported by a stable staff team who had the skills and knowledge to give them the right support and care. Staff undertook an induction to the service at the start of their employment. Staff who were new to care work completed the Care Certificate. This is a nationally recognised course in induction for care workers.
- Following induction staff were given further training and regular updates on topics the provider had identified as essential to people the needs of people living there. For example, staff completed medication administration and epilepsy training. Staff received e mails and reminders when essential training updates were due, and there were systems in place to ensure updates were completed promptly.
- A member of staff told us they felt well supported by the providers and management team to complete essential training, to gain relevant qualifications, and to request any additional training they felt would benefit the people living there. For example, they had requested additional sign language training, and this was provided. Another member of staff said, "You can't fault the training. Refreshers - online and face to face".
- Staff were well supported. They received regular formal supervision and annual appraisals. Staff could ask for further supervision, advice or support at any time.

Supporting people to eat and drink enough to maintain a balanced diet

- People were supported to eat a balanced and nutritious diet. Staff understood each person's likes and dislikes and their dietary needs. Information on each person's dietary needs were set out in their support plan.
- People planned their weekly menus. A picture menu was offered to people who had difficulty reading text. People went with staff to shop for ingredients and everyone helped with cooking. Some ingredients such as fruit, vegetables, eggs and honey were available from Palace Farm gardens.
- A person talked about their favourite foods, such as 'sweet and sour'. They told us they chose their daily meals by looking in the freezer, seeing what was in there and deciding what they wanted to eat. The two people took it in turns to choose the main meal each day. If they did not see anything in the freezer they wanted, they would go to the shops to buy ingredients for their chosen meals.
- Neither of the people living at Summer Cottage had any specific dietary needs, although one person was supported to maintain a healthy weight. Both people were supported to eat a balanced and healthy diet. A relative told us they felt it was very important that their loved-one ate nutritious meals and drinks. People and staff we spoke with described how soft drinks and takeaways were limited to special occasions and 'treats'.

Staff working with other agencies to provide consistent, effective, timely care. Supporting people to live healthier lives, access healthcare services and support

- Staff worked very closely with health and social care professionals to make sure people received the right treatment and support.
- Staff knew people well, and they were observant and recognised when people showed signs of illness. They sought medical treatment promptly when needed.
- People were supported to attend medical appointments, treatment and check-ups. They had regular appointments with services such as the dentist, optician, chiropodist and doctors. Each person received an annual health check.
- One person was offered hospital check-ups but would not enter the hospital due to anxiety. Staff and their relative explained how the service had sought specialist advice to enable them to support the person through a de-sensitizing programme. They hope this will enable the person to attend hospital appointments in future without feeling anxious.
- Staff explained how they supported people to clean their teeth. Records were kept of each dental visit and any advice given by the dentist. For example, one person used a special toothpaste recommended by her dentist. Support plans did not contain guidance on oral health, but the provider and staff told us oral health plans would be drawn up very soon.

Adapting service, design, decoration to meet people's needs

- Each person had their own bedroom and en suite bathroom. People had been able to decorate and furnish their bedrooms to suit their own tastes and preferences. Bedrooms reflected each person's interests.
- The gardens were well maintained and provided spaces where people could sit and relax in warmer weather. A sensory area had been created on a seashore theme with interesting features and plants.
- People were supported with their interests and were able to use the grounds and buildings to at Palace Farm to carry on their interests. For example, one person told us they enjoyed looking after the chickens at Palace Farm nearby.
- The people living at Summer Cottage were able to move without assistance and did not require equipment to help them move around safely. The property is a bungalow with level access throughout.

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 when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). 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.

- The service had applied for, and received, authorisations where people needed to be deprived of their liberty.
- Staff had received training on the MCA and DoLS and understood how to support people to make decisions. Staff knew people well and understood if people had capacity to make their own decisions. Independent advocates were available to support people to make choices.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People, relatives and staff told us everyone was exceptionally well treated at Summer Cottage. A person told us, "I love it", (living here). They also told us, "I like all the staff. They are nice". Another person told us they liked all of the staff and said one member of the staff was their favourite.
- A relative told us their loved-one went to stay with them regularly but was always happy to return to Summer Cottage. They felt this was a clear sign that the person was happy and well-cared for at Summer Cottage. They told us staff knew the person very well, "They know what makes her tick". They gave an example of staff noticing when the person had some dry skin and helped the person apply ointment. This prevented the skin condition from becoming an irritation, and meant the person remained comfortable and happy.
- Staff spoke with passion and pride in their jobs. They knew each person well, knew the things they liked and disliked, and wanted to make sure people were always happy.
- A member of staff described how staff had supported a person over a period of time to become much happier and calmer. They told us, "She has grown into a young lady". Staff understood the signs of anxiety and knew the things that helped the person remain calm, for example, going back to their bedroom, having a bath, or having a cup of tea. The person had recently 'face-timed' her parents. The person had instigated the call themselves. They had become more loving and responsive towards their family, offering hugs. These actions were a huge positive milestone for the person.
- There was a stable staff group, many of whom had worked in the service for many years. A member of staff told us, "The providers value their staff. They recognise this place can't run without the staff." Another member of staff told us there was a happy staff team across the four care homes. They said, "Everyone gets on well".

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

- People were supported in many ways to speak out and have their say about the service, and about the care and support they received. People told us they had house meetings to discuss matters relating to Summer Cottage. They also showed us their support plans and said they were involved in reviews of their support needs.

Respecting and promoting people's privacy, dignity and independence

- Staff explained how they supported people to gain greater independence. For example, a member of staff described how they worked alongside a person to clean the kitchen. They felt it was important to encourage the person to do as much for themselves as possible, even if it meant staff had to go back over some areas

that may have been missed. They explained how some tasks took much longer, but they recognised the sense of achievement people gained from doing tasks themselves. They said the providers supported them by ensuring they had enough time to give people the individual support they needed.

- During our inspection we saw staff respecting people's privacy and dignity at all times. For example, people were asked if they were willing to let us look in their rooms. Staff did not enter people's rooms without people's agreement.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- The two people living at Summer Cottage showed us their support plans. They were detailed, easy to read, regularly reviewed and updated. They contained photographs and pictures as well as text to help each person understand the content of the files.
- There was a stable staff team who knew each person well and understood the support they needed. Staff explained how they supported each person, and how they made sure any changes in support need were updated in the support plans.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People were given information in a format suited to their individual communication needs. Documents such as menus, staff rotas and support plans were drawn up using pictures, photographs and large print to help people understand.
- Support plans explained each person's individual communication needs.
- Staff had received training on communication methods such as Makaton and Total Communication boards.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People living at Summer Cottage were encouraged and supported to participate in a wide range of interests. They were able to use the facilities in the grounds of Palace Farm if they wished, which is in easy walking distance of Summer Cottage. A member of staff told us, "If a resident has an interest it is actively encouraged. The whole business is about the people who live here. It's not about making money."
- In the grounds of Palace Farm there were gardens, stables, barns, greenhouses and sheds, each offering people the opportunity to participate in outdoor pursuits such as gardening, horse riding, animal care and tractor restoration. One person told us they enjoyed looking after the chickens.
- If people were not interested in using the facilities at Palace Farm staff supported them to pursue other interests. One person talked about some of the things they enjoyed each week, such as, meeting friends, and trips to nearby towns on the bus. They had joined a walking group and they regularly went swimming. They did arts and crafts on a Thursday.
- In the grounds of Palace Farm was a barn which had been converted to provide a shared activity space

called 'Hive and Jive'. People living in Palace Farm, Summer Cottage, Sunset Cottage and Lynwood were able to use this facility for a range of activities such as parties, music and cinema.

- People living at Summer Cottage and staff were valued and respected as individuals regardless of their backgrounds, beliefs, illnesses or disabilities. A member of staff told us, "Each member of staff has their own diversity, skills and interests. For example, new gardeners have just been employed. We are always looking to employ staff with interests and skills to match people's interests".
- People were also valued members of the local community. People loved visiting local shops and cafes. A relative told us, "Locals know her and chat to her" They also said, "It feels like her home. Sometimes she is invited for lunch in other houses".

Improving care quality in response to complaints or concerns

- People knew how to make a complaint. A complaints procedure was clearly displayed in the conservatory in a picture format.
- Relatives told us they knew who to complain to if there were any issues, although they had never needed to make a complaint. A relative told us, "I have no issues, but I would have no hesitation speaking with {the providers} if I had any concerns - they are very approachable".
- A member of staff told us, "Complaints and grumbles are listened to and actioned".

End of life care and support

- At the time of this inspection there were no people close to the end of their lives. However, staff knew the arrangements in place for each person in the event of serious illness or death.
- Advocates had spoken with people in the past to talk about end of life plans.
- People were offered support and guidance to help them cope with loss and bereavement. Staff talked to people about the process of death and helped them understand the process of death and dying.
- People were also supported by staff if they wanted to attend funerals of family and friends. A person told us they went to their grandmother's funeral, as they had wanted to say goodbye.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- Summer Cottage, Sunset Cottage and Lynwood are run by the provider under the name Dalskats Limited. The provider also runs Palace Farm under a different registered partnership. The provider has an office in the grounds of Palace Farm where they carry out the management and administration of the four care homes. The staff team work across the four homes.
- People living in the four care homes can share the facilities in the grounds of Palace Farm, such as the gardens and animal care.
- The providers live at Palace Farm and are involved in daily life of each of the four care homes. One of the providers is also the registered manager. They also employed a management consultant who worked three days a week in a management role across the four services. Their role was mainly looking after the financial side of the business. Two 'Heads of Care' were also employed to manage the support staff across the four care homes.
- Staff told us they were very happy in their jobs. They praised the providers and managers for their ethos and caring. A member of staff said, "Our Heads of Care are very supportive. And {management consultant} is very supportive. The providers ask staff opinions. It's nice because they involve you."
- Relatives and staff described a warm and welcoming atmosphere and told us the service was well-run. A member of staff described how the rotas were organised and told us it was very efficient. Staff knew well in advance the days and times they were working. This allowed sufficient time to agree any changes with the office staff, or to offer to do additional shifts to cover planned staff absences.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The provider and management team understood and acted on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong. They notified the Commission of all incidents and accidents. They also ensured information was given to the local commissioners and safeguarding teams when there was an incident or serious injury that affected people's safety or well-being.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Staff understood their roles clearly. There were regular staff meetings, both for the whole staff team, and house meetings which focussed on the support and care needs of people living in each home. Staff told us

they felt these meetings were particularly useful as it helped staff look at good practice, individual needs, and ways of improving the support to each person. Staff told us they felt they could speak out with ideas or concerns and said these were always listened to and acted upon where possible. Staff were well supported and received regular supervision.

- The provider had systems in place to make sure staff were well trained and supported.
- Policies and procedures were in place on all aspects of the service. Monitoring checks were carried out to ensure all aspects of the service were safe and running smoothly.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People, staff and relatives were involved and consulted in a range of ways. Regular surveys were carried out to seek people's views, and those of the staff team and relatives. People and relatives were involved in reviews of people's care. Staff kept in regular contact with families and friends and kept them informed about their loved-one's health and welfare, the things they have been doing and their achievements.
- The provider told us in their Provider Information Return, "The Home recognises that the people who use the service are young adults and may prefer to give feedback in a variety of ways. We have incorporated an electronic version of our annual survey which people can complete on their own electronic devices if they wish".
- The provider also told us, "We are developing our policy on sexuality and relationships following training received by two members of staff on this issue provided by ARC (Association for Real Change)".
- There were strong links with the local community. People participated in local clubs if they wished. They enjoyed talking to neighbours and people in the town when they went out for walks or to the shops.

Continuous learning and improving care

- There was an ethos of learning and improving care. Members of the management team had completed training and obtained qualifications in the management of care services. All members of staff were encouraged to gain relevant qualifications.

Working in partnership with others

- The service worked closely with other professionals such as doctors, health and social care professionals. They sought advice when necessary and worked closely with other professionals to ensure people received the highest possible standards of care.