

Yourlife Management Services Limited

YourLife (Poundbury)

Inspection report

Bowes Lyon Court
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Tel: 01305267615

Date of inspection visit:
12 June 2023

Date of publication:
18 July 2023

Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service

The Yourlife Poundbury office is situated in Bowes Lyon Court, which is a retirement living development of 62 apartments. The service provides support to people living in these apartments and staff are on site 24 hours a day. At the time of our inspection the service was providing personal care to 3 people who resided in their own apartment within Bowes Lyon Court.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

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

People told us they felt safe with staff. People were protected from abuse and avoidable harm. We have made a recommendation about the recording and analysis of safeguarding events to ensure lessons are learnt and the likelihood of recurrence reduced.

People received their care from a small, consistent team of care staff who knew people's care and support needs well.

People had support plans which directed staff how to care for people safely. Staff received the training to support people using a person-centred approach. They liaised with health and social care professionals when they needed an expert's input regarding people's health or additional equipment to continue to provide care safely.

Safe recruitment practices were followed, and appropriate checks completed to ensure that only suitable staff were employed. Staff received an appropriate induction and were well supported through a programme of regular supervision and training.

Medicines were managed and administered safely. People were supported to take their medicines safely by staff who had received training to administer medicines.

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

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 7 March 2018).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

YourLife (Poundbury)

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 Health and Social Care Act 2008.

Inspection team

The inspection was carried out by 1 inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own apartment in the Bowes Lyon Court retirement development.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We gave the service 48 hours' 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 in the office to support the inspection.

Inspection activity started on 9 June 2023 and ended on 21 June 2023. We visited the location's service on 12 June 2023.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback

from the local authority service improvement and safeguarding teams. The provider completed a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 2 people who used the service about their experience of the care provided. We spoke with and received feedback from 5 members of staff including the registered manager.

We received feedback from 1 health and social care professional on their experience of working with the service.

We reviewed a range of records. This included 3 people's care records and medication records. We looked at 2 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.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- The registered manager did not always record details of referrals made to the local authority safeguarding team. This meant there was a risk concerns and actions could be missed.

We recommend the provider ensures their system to identify, manage and record safeguarding concerns is robust.

- The registered manager was receptive to feedback and obtained requested information prior to the inspection day finishing. This included a clear plan of action detailing the introduction of an interim support plan and further guidance from the local authority occupational therapy team. The registered manager provided a clear outline of what lessons had been learnt from the event.
- People told us they feel safe with the care staff. One person told us, "I am safe here, that's why you move into a place like this. The home and the care come as a package if you need it and you don't have to worry about things you would if you lived on your own."
- Staff had received training and understood how to report safeguarding concerns. Staff knew how to recognise the signs and symptoms of abuse and who they would report concerns to. Staff were confident action would be taken by the registered manager and were aware of external reporting procedures, such as CQC and the police, should these be necessary.

Assessing risk, safety monitoring and management

- Risks to people's safety and wellbeing had been identified and assessed and actions to mitigate were in place.
- Staff knew people well. Clear records supported staff to work in safe ways with people.
- Environmental risk factors had been considered, and actions taken to ensure staff worked safely. For example, the registered manager had identified equipment needed to provide a person a shower following the person experiencing an increase in falls. The service had implemented a temporary support plan to ensure personal care was still provided until equipment was in place.
- Risk assessments were updated regularly or as things changed. This meant staff were working with the most up to date information.

Staffing and recruitment

- People were supported by staff who had been recruited safely. Safe recruitment requires staff to follow an application process including assessment of their history, character and qualifications to ensure they are suitable to work with people.

- All staff files viewed contained a valid Disclosure and Barring Service (DBS) check. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- There were enough staff on duty to meet people's needs. To help make informed decisions about recruitment at Yourlife Poundbury, the registered manager had recently sent a survey to all occupants of Bowes Lyon Court to identify if other occupants would be requiring a package of care.

Using medicines safely

- People received their medicines as prescribed. The provider had a medicines policy and medicines were administered by trained staff.
- Guidance was in place for the use of as and when required medication, where this was prescribed. Detailed support plans and risk assessments had considered how medicines were used safely.

Preventing and controlling infection

- Staff were trained in infection control and were supplied with personal protective equipment (PPE) to prevent the spread of infections.
- The provider's infection prevention and control policy was up to date.

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 our last inspection we rated this key question good. The rating for this key question has remained good. 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

- There was a positive culture within the service. Staff interacted with people in a kind and considerate manner, treating them with dignity and respect. One person told us, "The carers are excellent. [Name of carer] is worth their weight in gold." Another person told us how their rights were respected, "I want to stay here, at home. The GP said about the hospital, and I've said no."
- Staff told us they felt supported by the registered manager. Comments included: "The development has seen a lot of change over the past 12 months since the registered manager started with us. The changes are a vast improvement, this will only get better over time", "The registered manager is a very fair, approachable and understanding person. They manage the service very well" and, "It has improved remarkably with the arrival of the new registered manager. Things are much more stable and predictable and we work well as a team across our different roles."
- There was a focus on person-centred support at Yourlife Poundbury. Staff explained the importance of promoting people's independence, "I can help to make people's lives better by listening, assisting with various tasks they might find challenging, offering friendship and support, but by also encouraging people to live as independent lives as possible, so that they feel valued and respected."

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; Continuous learning and improving care

- The registered manager was aware of their responsibilities under the duty of candour and promoted an open and honest culture. The duty of candour is a legal obligation to act in an open and transparent way in relation to care and treatment, and to apologise for any accident or incident that had caused or placed a person at risk of harm.

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

- The registered manager showed a commitment to learning and making sure people received a continually improving service. A range of audits were regularly completed and, where needed, adjusted to make information to make it accessible.
- Staff understood their roles and responsibilities within the service, including how to raise concerns.
- The service used online publications, guidance and information sharing to ensure staff kept up to date with changes. The registered manager was learning their role; continued professional development was important to them.

- The provider told us, "We have an internal recognition system 'Values'. These are awards and anyone can nominate a colleague. [Registered manager's name] had been nominated for, and won, an award because they consistently represent the organisation's values in everything that they do."
- The registered manager understood CQC requirements, in particular to notify CQC of incidents, including disruption to the service and serious injury. This is a legal requirement.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People were consulted in the running of the service. The registered manager encouraged people to attend monthly meetings to share their views and there were also written surveys. One person told us, "The registered manager is an intelligent individual, she realised that the care and the building are two separate things and she is a quick learner, she will nag and nag the provider and maintenance team until the repairs are complete."
- A staff member provided an example of how feedback was used to make improvements to the service, "All the people who live here and use the service are encouraged to tell us of things that concern them or they would like to do. A group of people using the service wished to start a cheese and wine night, so we supported them to do this."
- The registered manager completed a daily walk around and directly received feedback from people using the service.
- The service worked well with visiting health and social care professionals. The registered manager and staff felt comfortable to access their support when needed.
- The registered manager had worked jointly with a well-known older people's charity to arrange workshops for people at YourLife Poundbury. Following the workshops, which were designed to share information on how to stay safe, the registered manager shared tips on how to recognise fraudulent emails in the weekly "Friday Flash" newsletter.