Ealing Mencap

Ealing Mencap Enterprise Lodge

Inspection report

Stockdove Way
Perivale
Greenford
Middlesex
UB6 8TJ
Tel: 0208 566 9575
Website: www.ealingmencap.org.uk

Date of inspection visit: 17 February 2015
Date of publication: 08/04/2015

Ratings

Overall rating for this service	Good
Is the service safe?	Requires Improvement
Is the service effective?	Good
Is the service caring?	Good
Is the service responsive?	Good
Is the service well-led?	Good

Overall summary

This inspection took place on 17 February 2015. The inspection was announced. We gave the provider 48 hours' notice as the service provides a domiciliary care service and we needed to be sure that someone would be in.

Ealing Mencap Enterprise Lodge provides a personal assistant service to people with a learning disability and / or physical disability who live in their own homes. The provider said the service, "aims to provide the highest quality personalised care and support to people in their own homes." At the time of this inspection, there were two people using the service.

The service has a registered manager. A registered manager is a person who has registered with the Care

Summary of findings

Quality Commission 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 provider had not completed checks on some support workers to make sure they were suitable to work with people using the service. This was a breach of the Health and Social care Act 2008 (Regulated Activities) Regulations 2010. You can see what action we told the provider to take at the back of the full version of the report.

People's relatives told us they were involved in developing their family member's care and support plan, identifying what support they required from the service and how this was to be carried out.

Staff assessed the care and support needs of people using the service, understood each person's needs and knew how people preferred to be cared for and supported.

Staff had the training they needed and the provider and registered manager supported staff to deliver appropriate care and support safely.

The provider had systems to monitor the quality of the service and obtain feedback from people using the service, their representatives and others.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Requires Improvement

Some aspects of the service were not safe.

The provider had not completed checks on people employed in the service to make sure they were suitable to work with people using the service.

Staff had completed training in safeguarding adults and were knowledgeable in recognising signs of potential abuse.

There were enough staff to support people safely.

Is the service effective?

Good

The service was effective.

People were supported by staff who had the knowledge and skills required to meet their needs and support staff confirmed they had received the required training.

Support staff received regular supervision and appraisal from their manager.

Staff were matched to the people they supported according to the needs of the person, ensuring communication needs and any cultural or religious needs were met.

Is the service caring?

Good

The service was caring.

People received care, as much as possible, from the same care worker.

The people who received personal care from Ealing Mencap Enterprise Lodge had capacity to make their own decisions or their family members and health and social care professionals involved in their care made decisions for them in their 'best interest'.

People's relatives told us they were involved in developing their family member's care and support plan, identifying what support they required from the service and how this was to be carried out.

Is the service responsive?

Good

The service was responsive.

The provider completed assessments to identify people's support needs and developed care plans outlining how these needs would be met.

Staff were knowledgeable about the people they supported. They were aware of their preferences and interests, as well as their health and support needs, which enabled them to provide a personalised service.

Summary of findings

The relatives of people using the service told us they were aware of the formal complaint procedure, but that they knew the manager and felt comfortable ringing them if they had any concerns.

Is the service well-led?

Good

The service was well-led.

Support staff were aware of the aims of the organisation and told us their role was to work with people as individuals, enabling them to live the life they chose.

The manager and provider carried out a range of checks and audits to monitor the service.

Ealing Mencap Enterprise Lodge

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.

This inspection took place on 17 February 2015. The inspection was announced. We gave the provider 48 hours' notice as the service provides a domiciliary care service and we needed to be sure that someone would be in.

The inspection team comprised one inspector.

Before the inspection, we reviewed the information we held about the service. This included a Provider Information Return (PIR) the provider sent to us on 24 October 2014. The PIR 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.

During our inspection, we went to the provider's head office and spoke to the registered manager and the Customer Liaison Officer. We also reviewed the care records of two people that used the service, reviewed the records for three staff and records relating to the management of the service.

After the inspection visit, we spoke with one support worker and received comments by email from three others. We undertook phone calls to the relatives of two people that used the service and also contacted a contract monitoring officer from the local authority and the local authority safeguarding team.

Is the service safe?

Our findings

People using the service may have been at risk of receiving care and support from staff who were not suitable to work in the service. The provider had not completed checks on some support workers to make sure they were suitable to work with people using the service. There were recruitment procedures but the provider did not always undertake required checks before staff began to work with people using the service. All of the staff files we looked at included an application form, proof of the employee's identity, right to work in the UK and a criminal records check.

The registered manager told us applicants attended an interview to assess their suitability, but the staff files we reviewed did not include a record of the interview. Also, two of the records did not include a complete record of the person's employment history and there was no record the provider had discussed this with applicants during their interview.

This was in breach of regulation 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. You can see what action we told the provider to take at the back of the full version of the report.

The relative of one person using the service told us, "I'm happy [relative's name] is safe when they are with the staff." A second relative told us "I'm sure [relative's name] is safe when he is being supported."

Staff were knowledgeable in recognising signs of potential abuse and the relevant reporting procedures. A support worker told us, "If I had any concerns a person using the service was being abused, I would refer to Ealing Mencap's Safeguarding Policy for Children and Adults. I would raise any concerns by completing the Ealing Mencap Safeguarding Report Form. This form must be completed within 24 hours following any incident or report. Any allegations or suspicions of abuse about a person's welfare I would raise my concerns directly to my Line Manager. Alternatively, I would contact Ealing Mencap's Designated Safeguarding Persons. There has been one occasion when I reported concerns and the case was investigated further." A second support worker told us, "If I thought a client was being abused I would tell my manager straight away and make sure it was recorded."

A second support worker said, "If I had suspicions or was informed that one of our customers was being abused I would relay such suspicions/information to my service manager. I would make a record of everything I was told as soon as I could, so as to relay the information as best as I remember from what the person informing me told me. I would then follow the safeguarding procedure if necessary."

A third support worker said, "In Mencap we have a policy regarding safeguarding that we follow in the situation where abuse is suspected. If I had concerns about abuse - depending on the type, I would either talk to my line manager or implement the policy immediately."

Records showed staff had completed training in safeguarding adults. A safeguarding policy and procedures were available and the provider had reviewed and updated these in July 2014. Staff were required to read the policy and procedures as part of their induction.

There had been no safeguarding concerns raised since the agency started operating in June 2013.

The provider completed assessments to identify any risks to the person using the service and to the staff supporting them. This included environmental risks and any risks due to the health and support needs of the person. The risk assessments we read included guidance for staff to minimise the chance of harm occurring. For example, one person had restricted mobility and was at risk of developing pressure sores. Information was provided for staff about how to support the person when transferring in and out of chairs and using their wheelchair.

Staff were aware of the reporting process for any accidents or incidents that occurred. We saw from records that the provider reviewed any incident reports and took appropriate action. For example, we saw a small number of incident reports about a person's challenging behaviour. The provider had worked with staff in the service and the local community team for people with a learning disability to review the person's risk assessment and agree management techniques to reduce the number of incidents. As a result, we saw there had been no reported incidents since August 2013.

There were sufficient numbers of staff available to keep people safe. The registered manager told us they based

Is the service safe?

staffing levels on an assessment of each person's care needs. Both people using the service needed 1:1 support and people's relatives confirmed the service consistently provided this level of support.

Care records showed family members supported both people using the service with their medicines. This provider recorded the arrangements clearly and support workers were aware who had responsibility for each person's medicines.

Is the service effective?

Our findings

A relative of one person using the service told us, "The staff are very well trained, they all know how to help [relative's name]." A second relative said, "We have two regular workers and they are both very good, very well trained."

People were supported by staff who had the knowledge and skills required to meet their needs. The provider arranged for staff to complete training in all areas they considered mandatory, including safeguarding adults, infection control, moving and handling and health and safety. The provider was updating training records for individual staff members and the records we saw included some gaps.

Staff confirmed they had received the required training. One support worker told us, "I recently completed refresher training in equality and diversity, health and safety, infection control, fire safety, record keeping and moving and handling, in December 2014. I also had some training on positive behaviour support, which was the most informative and useful training I have ever received. Finally, I did some training on person centred care and effective communication."

Support staff received regular supervision and appraisal from their manager. These processes gave staff an opportunity to discuss their performance and identify any further training they required. A support worker told us, "I presently receive regular supervision meetings on a monthly basis, which is very useful due to me working on the casual bank and am not always needed at work every day, and need to keep up with what's happening at work. I have recently requested some refresher training for Emergency First Aid, from my team leader at my supervision meeting."

A second support worker said, "I have a monthly supervision with my line manager, where we can discuss any concerns the company or I may have and how best to solve or improve things and the best way to move forward for the month ahead." This support worker added, "We have fortnightly staff meetings so staff can rely information and raise any concerns they may have and also quarterly staff days so our views are heard and we can make sure all departments are going in the same direction."

A third support worker said, "I get regular monthly supervision with my team supervisor and I also feel able to approach anyone here about any issues that I may have concerns about or need extra information on."

During the initial assessment, the manager found out about people's interests and hobbies so that care workers that shared similar interests were allocated whenever possible. Staff were matched to the people they supported according to the needs of the person, ensuring communication needs and any cultural or religious needs were met. For example, both of the people using the service when we inspected were supported by staff who shared their interests and were able to support them to take part in activities they chose themselves. One person used signs from the Makaton Vocabulary, a communication system for people with a learning disability and we saw the provider had arranged training for the support workers who worked with them.

Support workers ensured people accessed food and drink of their choice. Support staff supported people to access places to eat in the local community, when they supported them. One person's plan for a week's support showed they visited a pub for lunch, as well as Chinese and Indian restaurants.

People's relatives told us they arranged most of their health care appointments. However, they also said support staff were available to support people to access healthcare appointments if needed.

Is the service caring?

Our findings

A relative of one person who used the service told us, "[relative's name] always tells us he enjoys the activities he does." A second relative said, "We were asked about [relative's name's] interests before the support started. They make sure he does things he enjoys."

People received care, as much as possible, from the same care worker. The registered manager told us six support workers were employed in the service and the same support worker would usually work with the person using the service. The provider told us they would introduce other support workers to the person so when cover was required due to sickness or annual leave, the person knew the replacement support worker coming to support them. A relative told us, "It's usually the same worker and [relative's name] likes that."

A support worker told us, "I am informed in advance where [client's name] wants to go and I'm there to support them. We are both Arsenal supporters and always talk about football. I recently found out [client's name] has never been to a football match and would love to go to one. I am looking into how Ealing Mencap could arrange this for him, for his wish to be achieved. Every week we ask [client's name] which restaurant they would like to go to and what food would they like to eat, to enable them to make their own decisions."

A second support worker said, "Before working with [client's name] I was able to read his file which contains information regarding his care needs and personal and physical issues which I need to be aware of. In addition, I have been able to discuss with previous members of staff who have worked with or had long standing relationships with him any issues and likes dislikes he has. I also had the opportunity to meet with [client's name] beforehand to introduce myself to him."

A third support worker said, "The files we have for our customers are well detailed and can be found both on database and in physical form within our filing cabinets. If a support worker was to read a certain customer's file they would have all the relevant information which would enable them to provide the customer with the care the customer needs and would be aware of any allergies or other circumstances that could arise."

The people who received personal care from Ealing Mencap Enterprise Lodge had capacity to make their own decisions or their family members and health and social care professionals involved in their care made decisions for them in their 'best interest'. Where a person funded the service through direct payments, they had made the choice to use service, with assistance from a Support Broker. The broker helped the person using the service and their family to agree the level of support required and how this would be funded. Where this arrangement was made, a contract was in place outlining the expectations of both parties.

People's relatives told us they were involved in developing their family member's care and support plan, identifying what support they required from the service and how this was to be carried out. One relative told us, "They asked us what [relative's name] wants to do. There's a regular support programme each week, but it can always be changed if [relative's name] wants."

The manager told us that if they had any concerns regarding a person's ability to make a decision they worked with the local authority to ensure appropriate capacity assessments were undertaken.

Is the service responsive?

Our findings

People's relatives told us they had regular contact with their support worker and the manager of the service. One relative told us, "[The staff] keep me informed. We have a book we use to record what happens each day." A second relative also told us they felt there was good communication with the support workers and staff at Ealing Mencap.

The provider completed assessments to identify people's support needs and developed care plans outlining how these needs would be met. Care plans were very individual and focussed on the wishes and aspirations of the person using the service. They provided information for support staff on 'what is important to me;' 'my support;' 'staying healthy and safe' and 'managing my support.' The provider had produced care plans using photos and symbols to make the information easier for people using the service to understand.

Staff were knowledgeable about the people they supported. They were aware of their preferences and interests, as well as their health and support needs, which enabled them to provide a personalised service. One support worker told us, "Prior to supporting a customer I always refer to their file, with regards to the risk assessment and customer profile. This information will provide me with information about their behaviour, likes/dislikes, any medication, physical conditions, personal care, etc. There will also be information about dietary needs, whether they are vegetarian due to religious beliefs and allergies. Their risk assessment will also provide a brief summary of any triggers that may change their behaviour, such as loud noises."

Staff supported people to access the community and minimised the risk of them becoming socially isolated. A relative told us, "The service gives the family important respite and [relative's name] gets to do things with other people."

People were encouraged to maintain their independence. Where appropriate staff prompted people to undertake certain tasks rather than doing it for them. A relative told us, "They enable [my relative] to be as independent as possible."

A relative told us the manager and support workers were "very flexible" and responsive in making changes to their relative's support package when needed.

The relatives of people using the service told us they were aware of the formal complaint procedure, but that they knew the manager and felt comfortable ringing them if they had any concerns. We saw the provider produced a version of the service's complaints process in an 'easy-read' version, using pictures and Plain English to make the procedure easier for people using the service to understand. At the time of our inspection, the service had not received any complaints.

Is the service well-led?

Our findings

There was a registered manager at the service. A local authority representative told us, “There are no concerns with the service, it’s well managed.” A relative described the manager as, “very approachable.” A support worker told us, “I have worked with many different styles of management over the years, but I consider [manager’s name] to be one of the best. She is a very approachable person and very supportive if you have any concerns or worries at work. She is firm but fair and will try her best to help resolve any issues / concerns raised.”

Staff told us they found the managers and senior staff supportive. One support worker told us, “The manager is very good, very easy to talk to.” A second support worker said, “I believe, since the new structure and service manager has come into place, the service is led in a way where every person understands their roles and what is expected of them. Like any service with such a high influx of customers some days are smoother than others but I am certain the service is run professionally and in a manner that is beneficial to those in our care.”

A second support worker said, “I feel that the management team is professional and approachable and they take on any concerns I bring.”

We also spoke with the Customer Liaison Officer who explained they were a point of contact for people using the service and their families. They told us they would visit people to talk about the support they received and resolve any issues that may have arisen.

Ealing Mencap is a registered charity providing a range of services for children and adults with a learning disability. The provider’s business strategy document for 2014-2017 described the “person centred advocacy, advice, community access, respite and supported employment services” provided to young people, children and adults with a learning disability.” The personal assistant service we inspected is one of the services provided by the organisation.

The organisation has a Chief Executive who reports to a group of trustees who meet on a bi-monthly basis to oversee the provision of services. There was a three-year Business Strategy document that covered the period 2014 – 2017. This detailed the challenges facing the organisation and their plans for development. The registered manager told us this would include increasing the number of people supported by the personal assistant service in a planned way, working with people and their families and local authority commissioners.

In the Provider Information Return sent to us before the inspection, the manager commented, “Our recent Investors in People (IIP) assessment and report was very positive stating 'People feel that they have a voice with Ealing Mencap...customers remain at the heart of the organisation and there is a clear commitment to continuous improvement, particularly with respect to customers'.”

The manager also told us the organisation held Quarterly Staff Strategy Days to draw all the organisation’s staff members together for training, information sharing, and problem solving activities. The support staff we spoke with, or received comments from, confirmed they attended the staff strategy days and said they found these useful.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity	Regulation
Personal care	Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed We found that the registered person had not taken proper steps to ensure that recruitment procedures were established and operated effectively to ensure that persons employed have the qualifications, competence, skills and experience which are necessary for the work to be performed by them

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.