

## Milestones Trust

# 6 Northumberland Road

### Inspection report

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Date of inspection visit: 23 September 2015

Date of publication: 02/11/2015

#### 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 

#### Overall summary

The inspection took place on 23 September 2015 and was unannounced. The service was last inspected in August 2014 when no breaches of regulation were found.

06 Northumberland Road is a Milestones trust care home. The home is registered to provide personal care to up to five people. People who live at the home have long-term mental health needs.

There was a registered manager for the service. A registered manager is a person who has registered with the Care 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.

People were supported to feel safe in the home and when they were in the community. Risks that people may experience were managed safely. Staff followed approaches which did not unnecessarily restrict peoples freedom or independence.

# Summary of findings

People told us they felt very well supported by the staff team. The team were well trained to provide effective care.

People said they were very well supported by the staff. People told us they felt relaxed and comfortable in the home. People spoke positively about the staff who supported them. Comments included, “they are marvellous”.

People's care records were written in a way that was personalised to each individual. They clearly set out what each person's unique care and support needs were. Care records included information about people's likes, interests and people who mattered to them. This helped staff to see each person as a unique individual.

People were supported to take part in activities and interests that they valued in the local community. Staff supported people to build up their confidence and independence to take part in a wide range of activities both in the home and the community.

The registered manager provided effective leadership to people who lived there and to the staff team. Regular house meetings took place so that people were able to be involved in the running of the home.

Staff and the people who lived at the home told us how they felt really well supported by the registered manager. There were quality checking systems in place to monitor the care and service people received.

# 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?

The service was safe

People were supported by staff who understood what abuse was and how to keep them safe.

People were supported to have their medicines at the times they were needed. There was a system in place to ensure medicines were managed safely in the home.

There was a system in place ensure there was always sufficient numbers of staff on duty to meet peoples' needs.

Good



### Is the service effective?

The service was effective.

People were supported by a well-trained team of staff. People said that the staff supported them well and met their needs.

People were encouraged and supported to buy and cook their own meals. Staff offered guidance and support to help people with these activities.

People's choices were respected and staff worked with people to build up their confidence and independence.

The staff knew about the requirements of the Mental Capacity Act and how this could impact on people at the home.

Good



### Is the service caring?

The service was caring

People told us that staff were kind and caring at all times .People also told us that their privacy was respected by the staff.

People's relatives and friends were able to visit whenever they were invited by people who lived at the home.

Staff knew about equality and diversity in relation to the people they supported at the home.

Good



### Is the service responsive?

The service was responsive

People's care was planned flexibly and their care records clearly set out how to meet their identified range of needs. People were fully involved in planning the care and support that they received.

People were supported to take part in activities they enjoyed.

People views of the service and how it was run were sought by the provider and the registered manager. Their views were listened to and acted upon

Good



### Is the service well-led?

The service was well led

Good



# Summary of findings

The people who lived at the home and the staff team thought very highly of the skills and abilities of the registered manager.

The quality of care and service provided was effectively checked and monitored to ensure it was suitable for people.

Staff knew about the visions and values of the organisation they worked for and knew how to implement them in their work.

# 6 Northumberland Road

## 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 the service under the Care Act 2014. This inspection took place on 23 September 2015 and was unannounced.

The service was previously inspected in August 2014 when it was no breaches of the regulations were found. The inspection was carried out by one inspector.

Before our inspection, we reviewed the information we held about the service this included statutory notifications. Notifications are information about specific important events the service is legally required to send to us.

During the inspection, we spoke with five people who lived at the home. We also spoke with two members of staff and the registered manager. We looked at two people's care records.

We observed care and support in shared areas and also looked at records that related to how the home was managed.

# Is the service safe?

## Our findings

Each person we spoke with said they always felt safe living at the home and in the company of the staff team who supported them with their care.

The staff understood how to support people to stay safe from abuse. They also knew how to correctly report concerns about people's safety and well-being. Staff were supported to do this by policies and procedures that explained how to minimise risks to people from abuse. Staff knew about the home's policies and procedures in relation to the safeguarding of adults. These included up to date contact details and clearly set out what actions to follow if someone was at risk.

The staff had been on recent training on the subject of safeguarding adults. Staff also told us the topic of safeguarding people was always raised with them at staff supervision sessions and at the regular team meetings.

There was safeguarding information on display in communal areas in the home. This information helped to ensure people and relatives and visitors would know how to raise a concern if they thought someone was at risk.

The registered manager reported safeguarding concerns appropriately. Referrals were made when they were needed to the local safeguarding team and the Commission informed.

Staff also had a good understanding about whistleblowing in the workplace and how to raise a concern. Staff told us this meant they were protected in law if they reported suspected wrongdoing at work. The provider's whistleblowing procedure was on display and it had the contact details of the organisations people would report a concern to.

There was a system in place that helped the staff to learn from accidents and incidents that happened. Care records were updated where needed to ensure the support people received helped to keep them safe. The records we viewed showed the registered manager and staff documented what actions had been taken after an incident or accident had happened. Risk assessments were updated after any incident where a risk was identified. For example, one risk assessment was rewritten after one person's mental health

needs had recently fluctuated. This had made them feel very unsettled in mood. The risk assessments in place were informative and set out how to keep people safe and how to support them with their complex mental health needs.

The people we spoke with said that they thought there were always "plenty" of staff members on duty to support them. We saw there was enough staff who properly met each person's needs and gave them proper support and care. For example, staff sat with people and spent time with them when they wanted to talk about how they were feeling. Staff also went out to the community on a one to one basis to support people who felt vulnerable going out alone.

The staff told us that they felt there was enough staff on duty to provide safe care for people. The registered manager told us they had a bank of staff they could access during sickness or leave. We were told that agency staff were used if necessary, but that the service were able to use the same staff each time. This was so that people were supported by staff they knew.

Medicines were managed safely and people were given them at the right times. Some people were learning how to manage their own medicines. There was a system of staff support in place to help them to do this properly. People were being observed by staff to help them learn to look after their own medicines. Medicine records were accurate and up to date and they clearly showed when people were given their medicines or why they had not had them. Medicine supplies were stored securely and regular checks of the stock were undertaken. The staff underwent regular training so that they knew how to give people their medicines safely.

Checks were carried out to ensure new staff were safe to work at the home. These were undertaken before they were able to work at the home. The newly recruited employees' records contained references, employment history checks and disclosure and barring service checks. These had been carried out on all staff who worked at the home.

The premises were checked on a regular basis to ensure it was maintained to a safe standard for people who lived there and the staff. There were checking systems in place to monitor the safety and suitability of the service. Health and

## Is the service safe?

safety risks were carried out and suitable actions put in place to minimise the likelihood of harm and to keep people safe. For example, if people smoked they were advised about using the designated smoking room only.

# Is the service effective?

## Our findings

People spoke positively to us about how they were supported and assisted by the staff team. One person told us, "They are all wonderful and the registered manager is so caring". Other comments included, "They are not too bad at all", and "It is my home I am happy here."

We saw a letter from a psychiatrist with direct involvement with people at the home had recently Written to the registered manager to praise them and the team. The psychiatrist commented that the team had provide exceptional care to a person who had been in crises due to their fluctuating mental health.

Staff supported people in ways that showed they knew how to provide them with effective care to meet their needs. This was shown when staff used a calm friendly manner with people whose mental health needs could make them feel unsettled Staff gave people plenty of one to one time and support in the home and out in the community When people approached staff for help and support this was responded to immediately by them.

Staff had an in depth understanding of how to provide people with effective support with their complex mental health needs. The staff team were well established and knew each person very well.

Some examples of how staff told us how they supported people included helping them to feel calm when were they felt upset due to their mental health issues. Staff were observed supporting people in the ways they explained and which were also set out in people's care records.

The registered manager had a good understanding about e Deprivation of Liberty Safeguards (DoLS) was used appropriately. They told us that no applications had been made in the last year. DoLS are put in place to protect the interests of people in the least restrictive way.

There was also DoLS guidance information available to help staff make a suitable DoLS application if required. Staff demonstrated they understood the principles of the Mental Capacity Act 2005. They explained how people had the right to make decisions in their lives. They also knew that that mental capacity must be assumed unless a person had been fully assessed otherwise.

People were effectively supported to meet their physical health care needs. The records confirmed staff monitored

people's health and well-being. People told us they were supported to see their doctor if they were concerned about their health Each person had a health action plan. The action plans explained how people were to be supported with their physical health and well-being.

Care records included information relating to when people had used other healthcare professionals or services. For example one person was well supported by staff to attend a regular appointment at their GP surgery. Another person was recently referred to the mental health team for additional support when their mental health fluctuated significantly.

People were supported to eat a choice of suitable and nutritious food and drink that they enjoyed. Some people we spoke with said they liked to prepare and cook their own food. Examples of comments made about the food included, "I enjoy cooking," and "The staff help me prepare what I want ". People were supported by staff to make their own lunch and people were able to choose what they had. Staff told us people who required special diets were also catered for and this was confirmed by the choices that were available. For example one person needed a sugar free diet which was provided for them.

Information in care records showed how to assist people with their nutritional needs. An assessment had been completed to identify people at risk of malnutrition or obesity. The registered manager told us that the staff team had recently attended training to help them to be able support people effectively with their nutritional needs. Another person with specific nutritional needs was being advised and supported by a health care specialist.

There was an induction-training programme for new staff. The staff induction programme included a range of areas including how to support people with complex mental health needs and safeguarding adults.

Staff told us they were well supported by the register manager and other senior staff to effectively support people with their needs. Staff received regular one to one supervision and they said these meetings were useful and helped them to support people more effectively. Supervision records confirmed staff were being regularly supervised in their work and overall performance

Staff spoke positively about the range of of training they were able to go on to help them to be able to do their job and support people effectively. Staff said they had been on



## Is the service effective?

a range of training opportunities that they were in subjects relevant to people's mental health needs. The training records confirmed staff had attended training in a range of

relevant topics. These included a course about mental health subjects , health and safety issues , including medicines administration, moving and handling, first aid and infection control.

# Is the service caring?

## Our findings

Everyone we spoke with had praise for the the service and the caring approaches nature of the staff who supported them. One person told us , "They are all caring and very kind". Another comment was "The staff are okay indeed ". We saw that people who lived at the the home and the staff had many interactions with each other that we saw were very warm and caring.

People were assisted and supported with their needs by staff who were kind and caring and knew them very well. The staff and the people we spoke with said that they encouraged people to build up confidence and to become more independent in their daily life. Two people told us they were going out later to a regular swimming class . They said staff prompted them and supported them to get there in plenty of time.

People said us they felt very well supported by the staff team and the registered manager. Each person said they had their own key worker among the team. They spoke positively about their particular key workers. One person told us that their key worker had "brought light and joy into the place". They also told us their role was to offer extra support. This included one to one assistance with anything they needed help with, for example their finances.

People had their own key to their bedroom doors so that they could lock their rooms. This was an effective way for people to have privacy and their own personal space when they wanted to be on their own . People told us the staff

were always respectful of their privacy and always knocked on their bedroom doors. Staff were observed doing this and waiting for a response before entering people's rooms. When people came to see us in the office staff made sure they had enough privacy to see us alone if they preferred .

Staff told us they regularly talked with with people about their likes and the way they wanted their care to be provided. The staff explained that care plans were written based on what people told them and they provided information about the way people wanted to be cared for. One confirmed for us this was an activity they did with staff regularly, and they were fully involved in planning their care . This was further evidenced in the care records we viewed. We saw that people choose what time they got up, when they went to bed, and how they wanted to spend their day.

The staff had a good understanding about what equality and diversity was. They explained that it meant respecting people's rights and choices. The staff also said they aimed to ensure they treated everyone as a unique person . They said this meant respecting how people lived their lives, how they dressed, what their faith was, and who they wanted to spend time with. The staff training records confirmed that the staff had been on equality and diversity training.

There was a range of information available and displayed on a notice board in a shared area so that people were informed about mental health advocate services. This independent service was to support people to raise any issues they had.

# Is the service responsive?

## Our findings

People were well supported to increase their confidence and independence in activities of daily living. The staff and people told us about ways they were supported with daily living skills. One example was that people were encouraged to buy and cook a meal on a certain day each week. The people we met said this was something they enjoyed doing. They explained that they were given some money to buy and cook a meal for other people at the home. They said this helped them to feel more independent. People were also well supported to take part in things they enjoyed. One person we met was going to their weekly arts class. Another person was going to meet relatives. We also met one person who told us they often went out for coffee to a nearby coffee shop on their own.

People told us they had been actively involved in planning what sort of care and support they wanted. They said they had met with the registered manager regularly and helped to write their care plans and had signed them in agreement.

Some people had chosen to use a 'recovery star chart'. This highlighted aspects of the person's life which were going well and those that they found harder to achieve. People's needs were assessed and the care they needed was planned and delivered in line with their individual support plan. Information in their care records was detailed and identified their preferences and personal wishes. This included care routines, food choices, interests, hobbies and what was important to them.

People were supported to give their views about the service through an regular survey as well as regular 'residents' meetings. If shortfalls or concerns were raised these were addressed. The people we met confirmed that there were house meetings held regularly in the home. People also explained that they were able supported to discuss things that mattered to them and raise concerns if they had them. There was also a comments and suggestions book in the front hallway so that people could make comments.

We saw that an annual survey was carried out with people at the home, families and professionals involved in their care being all being asked their views. We saw that this information was reviewed and acted upon where need to make improvements. No concerns or actions to follow up on had been identified as being needed after the most recent survey that was undertaken.

Everyone we spoke with knew how to make a complaint. There had been one complaint made about the type of support a person received in the in the last year. This had been properly responded to by the registered manager. The complaint was not substantiated.

The provider had a system in place to ensure that complaints were properly investigated and used to improve the service. The complaints procedure was written in an easy to format to help people to know how to complain. People had been given their own copy of the procedure. We saw there was also a copy on display in a shared area of the home.

# Is the service well-led?

## Our findings

The registered manager had worked at the home for a number of years and knew people very well. They demonstrated by their interaction with people that they had a very good understanding of each person's needs.

We saw that people at the home were very relaxed and on very good terms with the registered manager. One person said that they were a "lovely person". Another comment was that the registered manager was "very good at their job". The staff also told us the registered manager was very supportive at all times. We saw how the registered manager always made sure they were available and gave plenty of time whenever people wanted to see them.

One person who lived at the home told us that the provider's chief executive visited the home regularly. They said they spent time with people and staff. The registered manager told us that the chief executive wrote a report summarising their visit. Where it was needed, they told the manager what actions they needed to put in place to follow up on. The last visit report praised the registered manager and staff team and the care and service they were providing.

Health and safety audits and quality checks on the care people received were carried out regularly in the home. The registered manager and the staff had identified the shortfalls we had found in the safety of the premises.

Staff told us the registered manager encouraged a culture that was open and they could always say how they felt about anything to them. Team meeting minutes showed staff were able to make their views known in relation to people's care and how the home was being managed. For example, people's holiday preferences had recently been planned at a recent team meeting. There had also been in-house training on the subject of infection control.

Care audits were also carried out by a senior manager. Where needed actions were put in place where improvements were required. For example, some policies and procedures had been updated and staff needed to be made aware of this. The registered manager had acted upon this requirement from a recent audit. Recent feedback showed people were very happy living at the home and spoke very highly about the registered manager.

The staff understood what the provider's visions and values were. They explained to us that they included being person-centred in their approach with people, encouraging independence and respecting people's diversity. The staff said they aimed to ensure they followed these values with people at the home.