

Creative Support Limited

Creative Support - Tameside Personalised Services

Inspection report

The Old Vicarage
2 Manchester Road
Ashton-under-lyne
OL7 0BA

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18 September 2020

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04 November 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service caring?	Inspected but not rated
Is the service responsive?	Inspected but not rated

Summary of findings

Overall summary

About the service

Creative Support Tameside Personalised Services is a supported living service offering care and support to people. Accommodation is situated throughout Tameside. The service supports people with a learning disability, autism and mental health needs.

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

We received concerns about how the service was supporting people, and how they responded to complaints and allegations of abuse. During our inspection we visited the main office to speak with the manager and review policies, documents and care records relating specifically to the concerns raised. We also visited one supported living home to see how care was being provided.

We found that people were treated in a caring and sensitive manner. They were involved in day to day decisions about their lives and received care and support in a person-centred manner.

We found complaints were taken seriously and where substantiated appropriate remedial action was taken to ensure that errors would not be repeated.

When allegations of abuse were made, the service ensured protective measures were put into place and reviewed during investigations. The service worked closely with the local authority safeguarding team to ensure full investigations were carried out.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the guidance CQC follows to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. All the people in the service lived in their own homes in the community and were supported according to tier needs by staff who respected them as individuals. Managers and staff supported people in a person centred way, maximising their independence and assisting them to lead a full life within the local community.

Rating at last inspection

This is a new service and had not previously been inspected.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about staffing, reporting incidents, safeguarding concerns and managing complaints. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned

about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe, caring and responsive sections of this full report

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Is the service caring?

Inspected but not rated

Inspected but not rated

Is the service responsive?

Inspected but not rated

Inspected but not rated

Creative Support - Tameside Personalised Services

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about staffing levels and infection control. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Creative Support- Tameside Personalised Services provides personal care to people living in their own homes and flats. It also provides support for people living in supported living settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises for supported living; this inspection looked at people's care and support.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We informed the service the day before we inspected. This was because the service is managed from a small office and we wanted to ensure that there would be a person available when we arrived.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service.

During the inspection

We spoke with 5 members of staff including the registered manager and team manager. We visited one supported tenancy and spoke with two people who used the service. We were able to observe how people were supported in their own home.

After the inspection

We continued to seek clarification from the provider to validate the evidence found.

Is the service safe?

Our findings

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

This is the first inspection of this service. We have not rated this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Creative Support Tameside Personalised Service. We will assess all of the key question at the next comprehensive inspection of the service.

How do systems, processes and practices safeguard people from abuse?

- People told us they felt safe. Staff were knowledgeable about safeguarding procedures and knew how to protect people from abuse. The service had a safeguarding policy in line with local authority protocols and worked closely with council officials to ensure safeguarding allegations were investigated fairly and proportionately.
- We had received concerns that the service did not respond appropriately to allegations of abuse. We found investigations were generally thorough. However, we found that during one investigation a witness alleged further abuse. This was initially overlooked, but at review the error was noted and further investigation followed, with appropriate reporting to the safeguarding authority and police.
- Outcomes of safeguarding investigations and any learning were shared across the whole service.

How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?

- Risks were assessed and managed in a way which gave people maximum choice about their decisions. Where risk was identified they were recorded and summarised, and action plans put in place to minimise the risk. These were cross referenced to other concerns.
- During the Covid pandemic the service followed local and government guidelines, including specific NHS England guidelines for people with learning disability.
- We reviewed accident and incident logs and noted that where incidents were recorded notes of actions to minimise harm were included. However, some events had occurred which staff did not consider noteworthy, and so they had not been logged as accidents or incidents. We spoke with the manager and reminded her to ensure that any events out of the ordinary be recorded. She agreed to raise this with the staff teams.
- Staff had received all mandatory training, including the Care Certificate or NVQ level 2 in care. Where appropriate, staff completed further training in areas specific to the needs of the people they supported, such as autism awareness, or positive behaviour strategies to minimise the need for restraint when people might present behaviours which were challenging.

Are lessons learned and improvements made when things go wrong?

- The provider promoted an open and transparent culture in relation to accidents, and incidents. The manager reviewed incidents to ensure appropriate action was taken to prevent any reoccurrences.
- Staff were encouraged to voice any concerns they may have with regard to ways to make procedures safer

and get better outcomes for people.

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.

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How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?

- People were supported by teams of staff who spent time getting to know them. Staff encouraged people to make decisions about their day to day routines and their care needs, in line with their personal preferences.
- Staff ensured people had maximum choice and control over their lives. Care records were person centred and included details about what the person enjoyed or did not enjoy doing, how best to be supported and a section about what made a good day for the person.
- People were involved in drawing up their care plans; interests and hobbies were recorded with notes showing that these interests were pursued.
- We observed staff supporting people with kindness and patience, listening attentively to their needs and supporting them to perform tasks at their own pace.

How are people's privacy, dignity and independence respected and promoted?

- Staff encouraged people to develop their independence and self-esteem to enable them to make choices and express their preferences. Staff offered people opportunities to increase their independence and to have freedom and control over their lives.
- Staff respected people's dignity. Risk assessments considered how best to protect privacy and care plans reflected the need for discretion whilst assisting people with personal care.

Is the service responsive?

Our findings

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

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The purpose of this inspection was to explore the specific concerns we had about Creative Support Tameside Personalised Service. We will assess all of the key question at the next comprehensive inspection of the service.

How do people receive personalised care that is responsive to their needs?

- Care plans had been developed with people which ensured people's preferences and diverse needs were met in all areas of their support. This included protected characteristics under the Equalities Act 2010 such as age, culture, religion and disability. Records gave a good accurate picture of the person and recorded any specific risks, such as any behaviours which could be challenging. Where risk was identified records identified and instructed staff how to respond.
- Care plan documents were reviewed regularly to ensure records were up to date and in line with people's preferences, choice and current needs.
- Staff remained observant, and watchful for any risks or hazards. Care tasks were delivered in a friendly and person-centred way.
- People were assisted to find activities and to follow their interests and hobbies. Activities and events were organised for individuals or groups, and a room at the service main office had been converted into an activity centre for group activities and social gatherings. At the time of our inspection this was not in use due to Covid restrictions.
- Whilst some activities were planned in advance, the service responded to people's needs in a person-centred way, recognising that people could choose what they wanted to do, and that their plans could vary dependent on a number of factors such as mood or weather conditions.

How are people's concerns and complaints listened and responded to and used to improve the quality of care?

- We had received concerns that the service did not always deal with complaints. We reviewed the complaints log and found that there had been seven complaints made about the service since April 2020. Each complaint had been investigated by the service management at an appropriate level or passed to the relevant authorities.
- The service recognised that complaints were integral to improving the quality of service delivery and used complaints as a method of learning to improve service delivery.
- Where complaints were substantiated appropriate measures were put in place to make avoid any repetition.