

Richmond Homes and Lifestyle Trust

Cedars Road

Inspection report

5 Cedars Road
Hampton Wick
Kingston Upon Thames
Surrey
KT1 4BG

Tel: 02089432668

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19 January 2017

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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

Cedars Road is a care home for up to eight people who have a learning disability. The service is based in a large detached house with each person having their own bedroom and the use of communal facilities including a lounge, dining area, kitchen and garden.

At the last inspection in January 2015, the service was rated Good.

At this inspection we found the service remained Good.

The service demonstrated they continued to meet the regulations and fundamental standards.

People using the service felt safe living at Cedars Road and spoke positively about the support provided to them. They said staff treated them with kindness and respect. People were supported to lead active lives and maintain relationships with those who matter to them.

People received care and support from a small group of staff who knew them well and understood their needs and preferences. Each person had an individualised support plan to make sure they received the support they required. Assessments completed by the service identified any risks to each person and helped to safely promote their independence.

People were supported to have their health needs met. We saw that people's prescribed medicines were being stored securely and managed safely.

The staff attended training which gave them the knowledge and skills to support people effectively. People were supported to have choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.

People using the service felt able to speak to the registered manager or other staff to raise any issues or concerns.

An experienced registered manager was in post who knew the service and the people living there very well. There were systems in place to help ensure the safety and quality of the service provided.

Further information is in the detailed findings below

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 remains Good

Is the service effective?

Good ●

The service remains Good

Is the service caring?

Good ●

The service remains Good

Is the service responsive?

Good ●

The service remains Good

Is the service well-led?

Good ●

The service remains Good

Cedars 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 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 comprehensive inspection took place on 19 January 2017. The inspection was unannounced and carried out by one inspector.

During our visit we spoke with five people using the service and three members of staff. The registered manager was not available on the day of the inspection. We observed care and support in communal areas, spoke with people in private and looked at the care records for two people. We also looked at records that related to how the home was managed.

Is the service safe?

Our findings

People using the service told us they felt safe and liked living at Cedars Road. One person told us, "I'm fine." Another person said, "I love it here. I have all my friends here." A third person commented, "I like living here."

The staffing levels for each home reflected the needs of people living there and the majority of staff spoken with said there were enough people on duty each day. One staff member told us the registered manager covered when both staff on duty had to go out with people using the service. In his absence a staff member from the organisational office located next door to the home could also provide cover when required and this was the case on the day we visited. We saw people using the service knew all the staff working for the organisation very well and staff described working there as being part of a family.

Staff members spoken to said that the needs of some people using the service had increased over the past year and this was being managed safely. For example, one person had moved to a downstairs bedroom so they did not need to use the stairs. We saw up to date assessments identified any risks to each person and helped to safely promote their independence. For example, looking in more detail at areas such as managing money, being out independently in the community and their mobility.

Records confirmed that staff received training in safeguarding adults and knew how to recognise abuse. People received support to manage their own money and finances according to their different needs. There were systems to make sure that any money handled by staff was managed properly with full records kept.

Medicines management in the service was safe. People told us that staff helped them take their prescribed medicines. We saw medicines were kept safely and securely in a locked cabinet in the office. People using the service had medicines administration records (MAR) that were accurate and up to date. These were audited regularly. There were systems for the ordering, receipt and returning of medicines and records showed that staff received training to manage medicines safely.

The house was clean and well maintained when we visited and there were appropriate infection control procedures. The staff carried out regular checks on the safety of the environment. Regular checks took place, for example, of the fire alarms and hot water temperatures.

Is the service effective?

Our findings

People spoken with were happy with the support provided by the staff working at Cedars Road.

There was a consistent team of staff working at the service who were appropriately trained. Staff told us they had opportunities for on-going training and there was an on-line system to make sure staff received relevant mandatory training and this was kept up to date. Records showed that staff had undertaken training across a number of areas including safeguarding adults, health and safety and nutrition. Staff confirmed they were supported by the registered manager both through formal one to one supervision meetings and more informal day to day contact given the small size of the service.

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. The application procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS).

The manager had submitted DoLS applications for authorisation where people's liberty had been restricted in the service. Staff had completed MCA and DoLS training that helped them to understand issues around capacity and support people effectively. Throughout our inspection staff offered people choices and supported them to make decisions about what they wanted to do.

People told us they enjoyed the meals provided to them and could choose what they wanted to eat. We observed staff supporting people to choose and prepare their lunch as appropriate.

People's health needs were met. Health action plans addressed people's past and current health needs and staff kept accurate records about people's healthcare appointments and any action required. The staff we spoke with knew people's health needs and gave us examples of how they were working with other healthcare professionals to meet these.

Is the service caring?

Our findings

People told us they liked living at Cedars Road and the staff were kind and caring. One person said, "All the staff are nice, my key worker looks after me." Another person commented, "They are all fine. Yes they talk nicely to me."

The majority of people using the service at Cedars Road had lived there for an extended period and were supported by a small consistent group of staff. Staff we spoke with were familiar with the needs and preferred daily routines of each person. There was a relaxed and homely atmosphere in the service when we visited. Observed interactions between staff and people using the service were familiar and friendly and staff clearly knew how to work positively with people to help ensure their wellbeing.

One staff member told us, "It's good care, like a family as it's such a small place." Another staff member said, "It's ok here, a friendly service. People are treated with respect"

Person centred support plans gave information about what people were like, their strengths and the things that were important to them. Pictures and photographs were used to illustrate the plans and each gave good information about how people liked to be supported.

Staff encouraged people to be independent and make choices for themselves. During our inspection we observed staff support people to make choices about their meal and enabled them to be independent.

We saw information about people was stored securely and confidentially.

Is the service responsive?

Our findings

People told us that the service supported them to engage in activities and be part of the wider community. One person told us they were going out independently to have some breakfast and go swimming. Another person told us about their job and their daily responsibilities there. Other people told us about trips out to see friends and to go bowling. Staff had supported some people to attend an art session locally on the day of inspection.

One person said, "I went to art club today and I go out every Wednesday for a trip." Another person told us, "I've just come back from work. I like to spend time in my room." A third person commented, "I go to the library. I like living here."

Staff talked knowledgeably about people and how they supported people to be active and occupied. Care records reviewed documented the day to day activities of people using the service included attending work, centres and clubs, going out for meals and shopping trips. We saw people were supported to keep in touch with people who were important to them such as family and friends. Each person had an allocated key worker who monitored their wellbeing and took responsibility for ensuring their care and support needs were being met.

We saw that care documentation was kept under review and updated regularly. Care support plans seen were detailed and person centred needs addressing people's abilities, routines and personal preferences. Information was shared by staff through daily notes, verbal handovers and team meetings. Daily notes were completed for each person including their personal care, health and leisure activities.

The service had a procedure in place to manage any concerns or complaints which was accessible to people using the service, their relatives and other involved stakeholders. This set out the process which would be followed by the provider and included contact details of the provider and the Care Quality Commission. People told us they felt able to talk to a member of staff or the registered manager if they had a concern or complaint. We saw there had been no recent complaints about the service.

Is the service well-led?

Our findings

An experienced registered manager was in post. He and his staff team made sure that people using the service were valued and at the heart of the service. People spoke positively about the registered manager, saying that he was visible and approachable. They said they liked living at Cedars Road and felt their needs were met by the service.

Staff were confident about the quality of care provided and felt supported by the management team. They said that the registered manager was available and they could talk to him or other organisational senior staff any time they wanted to. One staff member said, "He is helpful."

Regular staff meetings were held that enabled staff to discuss issues and keep up to date with current practice. Minutes seen included discussion around areas such as activities, training and supporting people with their individual needs.

Care records reflected people's views and preferences. Information was easy to read and people's care and support needs were documented. The staff reviewed and updated these records regularly and kept an accurate and appropriately detailed record of the support they had provided. It was however noted that many files kept in the office contained out of date information and would benefit from reviewing and archiving as appropriate.

People who used the service had completed satisfaction surveys about their experiences in September 2016. Feedback was positive with people reporting that staff treated them well and helped them be independent. We saw that reviews had been carried out by the local authority and these included positive feedback from relatives or friends of people using the service. Feedback was also obtained through regular meetings and on-going informal contact with people using the service as the registered manager and staff knew people using the service well.

Notifications were being sent to Care Quality Commission (CQC) for any notifiable events, so we were being kept informed of the information we required.