

ROCCS Residential Community Care Services Limited

Westmeade

Inspection report

69 Westmeade Close
Cheshunt
Hertfordshire
EN7 6JR

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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?	Requires Improvement ●

Summary of findings

Overall summary

Westmeade is registered to provide accommodation and personal care for up to three people who live with learning disabilities and autistic spectrum disorder. There were three people living in the home at the time of our inspection .

At the last inspection the service was rated Good. At this inspection we found the service remained Good.

People's relatives told us that they were confident that people were safe living at Westmeade.

Risks to people were appropriately assessed, planned for and managed. There were sufficient competent and experienced staff to provide people with appropriate support when they needed it.

People told us that they were involved with their care and consent was sought when providing care.

People received care from staff who knew them well. Staff treated people with kindness, dignity and respect. Relatives were also positive about the care and support provided.

Medicines were managed safely and people received their medicines in a way they could manage.

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 were supported to maintain good health and had access to health and social care professionals when necessary.

Regular feedback was sought from people, their relatives and other professionals linked to the home.

There is no registered manager at Westmeade. Since the manager left a registered manager of a local home within the group was acting manager whilst the provider decided on future management arrangements of the home. There was a positive caring culture within the home however there is a need to show how this is developing and being more proactive in line with current trends and practises for people living with learning disabilities.

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 remains Good	Good ●
Is the service effective? The service remains Good	Good ●
Is the service caring? The service remains Good	Good ●
Is the service responsive? The service remains Good	Good ●
Is the service well-led? The service remains RI	Requires Improvement ●

Westmeade

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 was carried out by one inspector on 20 September 2017 and was unannounced.

The provider completed a Provider Information Return (PIR) and submitted this to us on 10 May 2017. This 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 the inspection we spoke with two people who lived in the home, one care staff and the training manager. Following the inspection we spoke with two relatives, one healthcare professional, the acting manager, and two staff. We also contacted health and social care professionals for feedback on the service. We reviewed two people's care records and records relating to the management of the service, accompanied by people around their home. We also carried out observations in the communal lounge.

Is the service safe?

Our findings

Relatives spoken with said they knew their relative was safe and happy at Westmeade. People did not explicitly tell us they felt safe but our observations throughout the inspection demonstrated people were safe and relaxed with the staff and in their surroundings. One person said if they were worried, "I would talk to the staff they help me". Staff understood how to keep people in their care safe and how to report, when necessary, any concerns they may have.

Risks to people's safety and wellbeing were identified across all aspects of their lives and control measures were in place to reduce these risks. For example for a person who's condition sometime manifested in behaviours which challenged others there were details of possible triggers and how to help diffuse and manage any behaviours safely. People were clear what to do in the event of a fire. One person said, "We must always go outside when the alarm goes. All of us must go as it is dangerous. We then call 999. We don't wait we just go". Staff were clear about their responsibilities in keeping people safe.

Staff told us there were always enough staff to meet people's needs. One person told us, "Staff are always here they are good". One staff member said, " We have all worked here for a while and we also work closely with another home in the group which is very close by so we can help each other out if necessary".

The training manager explained the recruitment process and confirmed checks and references were received before a person began to work in Westmeade. They said, "Normally staff will begin in one of our other homes and be introduced slowly to people who live at Westmeade which works better for people".

There were suitable arrangements for the safe storage, management and disposal of medicines and people were supported to take their medicines by trained staff. People told us they received their medicines when they needed them. Staff confirmed to us that their competency to safely administer people's medicines was regularly assessed.

Is the service effective?

Our findings

People were supported by appropriately skilled and knowledgeable staff. A relative said "They [staff] help my [relative] to all their health appointments. They are really skilled at knowing what to do and are always getting training to keep them up to date".

Staff said training was good and appropriate to the people they supported. One staff member said, "We get loads of training and are supported to take extra training it is really good". The training manager confirmed all staff received formal induction and staff were encouraged to further their knowledge through ongoing training opportunities. Staff had regular supervisions and all said they worked as a team for the best outcome for the people living in the service.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the The Mental Capacity Act 2005 (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). All three people in the service had a DoLS authorisation in place to help staff keep people safe, both at the home and while out and about in the community. Staff were able to explain how MCA is put into practise when they support people. They told us, "Always assume capacity and enable the client to be as independent as possible and always have choices".

We observed staff supporting people in making choices throughout our inspection. For example people were given the choice to go out to eat lunch or stay in the house. They decided to go out to eat. Staff showed they understood MCA and DoLS. One relative said, "The staff are really good at asking people what they want and giving choice".

Whilst each person was encouraged to eat healthily it was difficult to see the overview of each person's diet as there was no menu for the week instead what people ate was recorded each day. We saw there was little variety. Staff said people liked the same things but agreed a more creative visual aid to promote people's choices would be beneficial. One person said, "I do the meals with staff so I don't burn myself".

Staff were up to date about people's health and care needs. People were supported to maintain good health and access relevant healthcare services where necessary. Staff worked to involve people in maintaining their health. One person said, "We have a purple folder and we are going to the dentist and the optician". We discussed with the acting manager the fact that two clients were going together for both appointments rather perhaps missing out on a personalised one to one time.

Is the service caring?

Our findings

One relative said, "I don't think anyone could look after [my relative] like the staff do at Westmeade they are so good and so caring". A healthcare professional spoke of how they observed staff relating positively and caring with people and managing any behaviours that may challenge sensitively.

We observed people were treated with care and dignity and had a relaxed and easy relationship with the care staff. One person was becoming agitated talking about a situation and staff listened calmly then supported them to do an activity that they enjoyed. The person trusted the staff member and relaxed.

People were supported to maintain contact with family and friends. One person told us how happy they were as they stayed with their friend in another care home. "I like my friend [name] I have stayed with her". A relative told us how grateful they were that they staff facilitated contact with the family and enabled their relative to keep in contact with their siblings.

People said they were involved in planning their care and support and their families were involved when appropriate. One person said, "I choose what I want, I like it here it is my home."

Whilst the atmosphere in the home was warm and welcoming the environment was tired and in need of more homely aspects. People had personalised their rooms but some were in need of being refreshed and updated. There were small metal lockers on the wall in each person's room which were not in keeping with a personalised space. The bathroom required updating and redecoration to make it more welcoming and homely. The acting manager said the communal lounge was due to be completed and an update to the bathroom was planned. We saw the kitchen had recently been refurbished.

Is the service responsive?

Our findings

People's relatives told us that staff knew people well and understood their needs and references. One relative said, "They know what my [relative] likes to do and how they want to do things". People's care plans held information about their personal history, their likes and preferences. We saw they had been updated using pictures and more accessible language to better enable people to understand their own support plans.

People told us they liked going out. One person said, "We go out every day and I go to Purple stars". Purple stars is a group that use creative arts to teach others about the health needs of people with learning disabilities. People living at Westmeade were part of the Cheshunt Purple star strategy and had been involved in dramas delivering positive health message to other adults with learning disabilities.

People had been involved in meaningful activities, going out to clubs, shows, dancing, a 'pamper' session in Westmeade on a Tuesday. However, people tended to do the same things and we discussed with staff giving people a broader choice of activities they may wish to engage with. We discussed the trend of people doing everything together, holidays, outings. There was a need to show that the links with the community were based on people's individual choice, and were developed over time as people's needs and preferences changed.

People and their relatives were given opportunity to feedback their views on the care and support they were receiving. There were annual questionnaires and atmosphere which encouraged people to share their views.

We saw there was a complaints book where people were supported to write any dissatisfaction they had with any aspect of their care and support. . One entry seen stated a person was unhappy that there was not enough milk for their tea. The action was the person now helped staff to monitor when fresh milk should be bought.

Relatives told us they knew how to make a complaint though they had not an occasion to do so they were confident any concern or complaint would be dealt with. One relative said, "If there is a problem they will contact me I am always in the loop. I have never had reason to complain".

Is the service well-led?

Our findings

The registered manager left in December 2016 and the manager of another home in the group which is very local was acting manager whilst the provider decided on future management arrangements of the home.

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.

Relatives said, "The home is definitely well managed, the staff have been there a while and they know what to do and who needs what".

At the last inspection there had been a lack of evidence of audits carried out to monitor the quality of the service. However we found on this inspection audits had been put in place which identified any improvements needed and the actions required. For example people's care plans were reviewed monthly, checks were made on medicines, and there were a range of health and safety checks made monthly. The provider also made three monthly visits to complete an audit of the home.

Regular feedback was sought from people and their relatives as well as from other health and social care professionals and any ideas or suggestions were acted on. For example people wanted more garden furniture which was bought.

There were good links with people in the other homes run by the provider and staff worked closely together. Relatives and staff spoke warmly about the support and positive atmosphere within the home and with the acting manager. Whilst there was a positive culture within the home there was a need to show how this was being developed and being made more proactive in line with current trends and practises for people who lived with learning disabilities.