

IDEM Living Ltd

# IDEM Living Ltd

## Inspection report

1a Huyton Hey Road  
Huyton  
Liverpool  
L36 5SE  
Tel: 0151 480 9000  
Website: [www.idemliving.org](http://www.idemliving.org)

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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** 

### Overall summary

The inspection was announced and took place on 7 December 2015. We give community based adult social care services 48 hours' notice to ensure we can access the information we need. This was IDEM Living's first comprehensive inspection since they were registered by CQC in April 2015.

IDEM Living support people to live independently in their own homes. They also offer outreach support to people within the community. The service currently provides personal care and support to 5 people in the Huyton and surrounding area of Liverpool.

There was a registered manager in post. 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 told us they felt their family members were safe. Comments included "(Name) feels is very safe and extremely well supported" and "The team really listens to the family and the communication is excellent".

# Summary of findings

Staff had received training in how to recognise and report abuse. All staff were clear about how to report concerns and were confident that any allegations made would be fully investigated to help ensure people were protected. There were sufficient numbers of suitably qualified staff to meet the needs of the people who used the service.

People were supported to take their medicines by staff that were appropriately trained. People received care and support from regular staff that knew them very well, and had the knowledge and skills to meet people's individual needs. People told us staff always treated them respectfully and promoted choice regarding their care, support and the activities they participated in. People and their relatives spoke very positively about staff, their comments included "I am happy with my support team and the care I receive" and "Best support I have ever had for (Name)".

Before people started using the service the registered manager visited them to assess their needs and discuss how the service could meet these. From these assessments individualised care plans were developed with the person and their relatives to agree how the care and support would be provided.

Care plans provided staff with clear direction and guidance about how to meet people's individual needs. The service was flexible and responded to people's

needs. Relatives told us how well staff responded to individuals and always ensured they went the extra mile. They also told us the team always welcomed suggestions to improve the service further.

People said they would not hesitate to speak to staff if they had any concerns about the service they received. People and their relatives knew how to make a formal complaint if they needed to. One relative said, "I did have cause to raise a concern with the registered manager and I was made up by the very prompt action by IDEM and the communication throughout".

There was a management structure within the service which provided clear lines of responsibility and accountability. There was a positive culture within the service, the management team provided strong leadership and led by example. Staff said "I have never been so well supported by a company" and "I feel really valued as an employee".

There were quality assurance systems in place to make sure that any areas for improvement were identified and addressed. Members of the management team were visible in the service and regularly visited people in their homes and sought their views about the service. One person said "I am always welcome when I visit the office with my staff" and "Staff are always looking at ways to improve the quality of my life".

# 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.

There were good systems in place to ensure risks to people's safety and wellbeing were identified and addressed.

Staff knew how to recognise and report the signs of abuse. They knew the correct procedures to follow if they thought someone was being abused.

There were sufficient numbers of suitably qualified staff to meet the needs of the people who used the service.

Good



### Is the service effective?

The service was effective.

People told us that they experienced positive outcomes as a result of the support they received.

People received support from staff who knew them well, and had the knowledge and skills to meet their needs.

People were supported effectively with their health and dietary needs.

Good



### Is the service caring?

The service was caring.

Staff were kind and compassionate and treated people with dignity and respect.

People and where appropriate, their relatives were involved in their support and were asked about their preferences and choices.

Staff built meaningful relationships with people who used the service and were given ample time to meet people's needs and provide companionship.

Good



### Is the service responsive?

The service was responsive.

Changes in people's needs were promptly recognised and acted upon with the involvement of external professionals where necessary.

People were regularly encouraged to give their views and raise concerns or complaints to improve the service.

There were systems in place to help ensure staff were up to date with meeting people's needs.

Good



### Is the service well-led?

The service was well-led.

The manager promoted strong values and a person centred culture. Staff were proud to work for the service and were well supported.

Good



# Summary of findings

People and staff were consulted and involved in the running of the service; their views were sought and acted upon.

There were effective quality assurance systems in place to make sure that any areas for improvement were identified and addressed.

# IDEM Living Ltd

## 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 7 December 2015 and was announced. One adult social care inspector undertook the inspection. The registered provider was given 48 hours' notice because the service is small and the registered manager is often out of the office supporting staff or providing care. We needed to be sure that they would be in.

Before the inspection, we checked the information that we held about the service including notifications we had received. A notification is information about important events which the registered provider is required to send us by law.

During the inspection we went to the registered provider's office and spoke with the registered manager, a person that used the service, a team leader, a senior support worker and a member of the care team. We also visited three people in their homes and looked at their care records including daily records, medication administration records (MAR), financial records and communication logs. We spoke with another person who used the service, by email, two relatives and we contacted two staff by telephone.

We reviewed a range of records held at the office, including the care records for two people. We also looked at other records relating to the management of the service. These included three staff training, support and employment records, quality assurance audits and findings from questionnaires the registered provider had sent to people and relatives.

# Is the service safe?

## Our findings

People told us they felt safe and they said that they trusted the staff that supported them. People commented; “I am happy with my support team and the care I receive” and “I have no complaints to make”.

A comprehensive safeguarding policy was available and all staff were required to read this as part of their induction programme. All staff had undertaken safeguarding training and were knowledgeable in recognising signs of potential abuse. Staff were familiar with the relevant reporting procedures including local authority contacts. All safeguarding issues had been fully investigated and appropriate action taken to minimise future reoccurrence.

Risk assessments were carried out to identify risks to people who used the service and to the staff supporting them. Individual risk assessments were also in place for specific activities people had chosen to participate in. These activities included swimming, visiting the cinema, travelling on public transport, eating out in the community, go carting and dog walking. Staff had clear guidance about how best to manage individual's behaviours which may have a negative impact and put people's safety at risk. The registered provider demonstrated a clear process for the management of risk while they encouraged people to engage in activity within the community.

Staff were aware of the reporting process for any accidents or incidents that occurred. Records were clearly written and they demonstrated that appropriate actions had been taken to minimise future risk or reduce the likelihood of reoccurrence.

There were sufficient numbers of staff available to keep people safe. The registered provider had undertaken a thorough recruitment process. The registered provider has never had to use agency staff which had ensured people received support from staff that knew them well and understood their needs. The registered provider recruited staff to match the needs of the people who used the service. We reviewed three staff record files and found they included all the relevant recruitment checks to show staff were suitable and safe to work in a care environment, including Disclosure and Barring Service (DBS) checks. These checks identified if prospective staff had a criminal record or were barred from working with vulnerable people.

People required assistance from staff to take their medicines. The registered provider had a medication policy, however at the time of our inspection it was under review. Care plans included protocols for medicines which people were prescribed for specific conditions including epilepsy. Detail was included for the administration of emergency medication and all staff had received training in this area. There was a clear recording system in place for the removal and return of the rescue medications ensuring these were accounted for at all times keeping people safe from harm. There was a system for staff to be assessed which demonstrated competency in medication administration which was clear and comprehensive. All staff had received training in the administration of medication. There were systems in place to ensure medicines had been stored, administered and reviewed appropriately.

# Is the service effective?

## Our findings

One person who used the service told us that the staff knew them very well and always offered them choice. They said that staff believed in them and were supporting them to achieve new goals all the time. Everyone we spoke with said the staff were well trained and competent. One relative said “Every member of the staff team has been receptive to suggestions and observations” and “I trust all the staff impeccably”.

Staff completed an induction when they commenced employment. The registered provider demonstrated a commitment to the completion of a comprehensive training programme prior to staff working with people. The programme included seven classroom based days and E learning as well as three shadow shifts with experienced team members. People who used the service and where appropriate their relatives were involved in the induction experience. They were involved in discussions about their own experiences of equality and diversity, autism and they attended safeguarding workshops. Staff told us they are also offered the opportunity to share their skills and knowledge within the induction process and they valued this. They said this also helped to develop positive working relationships within the team.

People were supported by staff who had the knowledge and skills required to meet their needs. Staff said they were fully supported by the registered manager and that there were good opportunities for on-going training and for obtaining additional qualifications. There was a programme in place to ensure staff received relevant training and all refresher training was kept up to date. Staff received regular supervision and an annual appraisal from the registered manager and team leader. This gave staff an opportunity to discuss their performance and identify any further training or skills development they required.

People who used the service used a variety of communication boards and pictorial aids. Staff demonstrated a good understanding of these and promoted their use. This meant people were supported to communicate in a way which was meaningful to them and ensured their inclusion. Staff used social stories as a way to prepare people for our visit to their home so they could

understand the reason for our visit. People also used these to communicate different events within their lives. People were supported to complete their own weekly planners using pictures and these helped people to make their own choices about forthcoming events.

Staff worked successfully with healthcare services to ensure people's health care needs were met. They supported people to access a variety of healthcare professionals including GP's and dentists as required. Care records demonstrated that staff shared information effectively with professionals and involved them appropriately. A relative told us, “I am always kept informed of any changes and am confident the staff would seek external help if it was needed”.

People were observed being offered choice and support with food and drink. One person was supported through prompting and encouragement by staff to make hot drinks. The activity took place at the person's own pace to allow them to have a break for a short time and refocus when they were ready. Staff encouraged healthy options and also offered people with choice as well as education.

The registered manager had a clear understanding of the Mental Capacity Act 2005 (MCA) and how to make sure people who did not have the mental capacity to make decisions for themselves had their legal rights protected. The MCA provides a legal framework for acting, and making decisions, on behalf of individuals who lack capacity to make particular decisions for themselves. Daily records showed how staff used encouragement and involvement to enhance choice making, in particular in relation to the preparation of food and drink as well as undertaking activities of choice. However the registered provider was unable to demonstrate clearly that capacity assessments and best interest decisions had taken place. Some evidence was demonstrated within the initial assessment documentation from Social Services prior to people using the service. Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) was included in the training programme that all staff were required to participate in. One person had been supported to go away on holiday and the records showed the persons involvement in the process.

# Is the service caring?

## Our findings

People received care and support from a regular team of staff that were familiar to them. Relatives confirmed that there was a regular and consistent staff team that understood people's needs. People told us they were very happy with the staff and got on well with them. People's comments about the staff who supported them included "I have a regular team of staff and I enjoy being with each of them", "I feel that I am listened to and that the company care about me" and "Staff have supported me to start volunteering and I really enjoy this".

Relatives also felt particularly supported by the staff and felt they really cared about their role when supporting people. Reviews included the relatives and they said they were actively encouraged to participate. We saw documentation that showed a person who used the service had actively participated in their review. One relative told us "I can now go away for a short break knowing (Name) is well cared for" and "I trust all the staff and know that (Name) is happy and with staff they like and understand them".

The staff had a good knowledge and understanding of people. Staff spent time getting to know people and to understand the best way to support them. Staff were motivated and passionate about making a difference to people's lives. Staff said about working for the registered provider "I am proud to be part of this organisation" and "It is the best company I have ever worked for".

Staff were respectful of people's privacy and maintained their dignity, for example they gave people privacy whilst they undertook aspects of personal care and remained nearby to maintain the person's safety. All staff had undertaken training in relation to dignity and respect. Staff were observed promoting people's independence for example people were observed answering the front door and making their own hot drinks. Care plans were very detailed and included likes and dislikes as well as specific detail relating to each person.

People were supported to express their views and to be involved in making decisions about their care and support. This meant people were valued and treated as individuals with an opinion. Everyone had seen their care plans and people also had lots of photographs within them of activities undertaken by them. The registered manager had regular contact with all people who used the service and where appropriate their relatives.

Staff told us the registered provider will go the extra mile to ensure people can achieve their goals. They said people's choice is paramount. An example given was the setting up of a lunchtime sandwich service one day a week whereby a person was able to gain experience and confidence preparing and serving sandwiches to people working within the registered providers offices. This had led to a volunteering opportunity within the community. The person said they really enjoyed this experience and hoped that it would lead to employment in the future.



# Is the service responsive?

## Our findings

Prior to people using the service the registered manager visited them at their own home to assess their needs and discuss how staff could meet their wishes and expectations. From these assessments comprehensive care plans were developed, with the person and where appropriate with the involvement of their relatives, to agree how they would like their care and support to be provided. People told us that the staff spent a lot of time getting to know them before the service commenced and that all staff were introduced prior to working with them.

Care plans were personalised to the individual person and detailed each person's specific needs and how they liked to be supported. Care plans gave staff clear guidance and direction about how to provide people with the care and support they needed. They also explained how staff could support people to develop their independence including activities of daily living. Daily records detailed activities undertaken throughout each day, choices offered, as well as mood and information relating to personal care, food and nutrition.

Care plans were reviewed regularly and were updated as people's needs changed. Evidence of review and update was seen within the care plan files reviewed. Staff told us care plans were reviewed regularly and kept up to date. They said the care plans held all the information they required to provide the right care and support specific to each person's needs. Staff demonstrated a good

understanding of people's preferences and interests, as well as their health and support needs, which enabled them to provide a personalised service. A relative told us "The staff know (Name) really well and understand their needs".

The registered provider ensured the service was flexible to meet the needs of the people using it. A relative said "They have offered additional hours of support to ensure I could go away and I had piece of mind knowing (Name) was well cared for".

People said they would not hesitate in speaking with staff if they had any concerns. People knew how to make a formal complaint if they needed to but felt that issues would be resolved informally. One person said "If I had a concern I know I could speak to anyone who works at the service and they would listen". People told us the registered manager was open to feedback about any area of the service both positive and constructive. There was a complaints policy in place with a clear procedure to be followed. People all had access to a "My views" document which had been developed to welcome comments, complaints or compliments about the service.

People and relatives had been invited to complete feedback questionnaires. The comments included "Service has vastly improved over the last twelve months since IDEM took over the support", "(Name) has progressed 100% over the last 12 months, I am amazed at their confidence" and "100% satisfied".

# Is the service well-led?

## Our findings

The registered manager demonstrated a passion for their role, people who used the service and the staff. Staff told us “I have never been so well supported by a company and I have lots of peer support”, “I feel really valued as an employee and the organisation has a great ethos” and “I am proud to be part for this organisation”. The registered manager was active in ensuring a good team ethic and promoted regular communication. He was open to people’s views and staff felt able to share new ideas and any concerns with him. He was knowledgeable about people’s care needs and had developed and sustained a positive culture at IDEM Living. Without exception people who used the service, relatives and staff all spoke highly of the registered manager, seeing him as a good support who led by example. They said the registered manager was approachable and kept them informed of any changes to the service and that communication was good.

Staff meetings were held regularly and staff had the opportunity to be involved in the running of the service and to feedback their ideas and views. Minutes were recorded and shared with any staff who were unable to attend. Staff were enthusiastic about working for the service and felt supported in their role. Staff said “The best company I have ever worked for”, “The Senior support worker is supportive and knowledgeable as well as being enthusiastic and passionate about them offering the best support possible. They are service user focused” and “We have low staff turnover and very low sickness which demonstrates how happy the staff team are”. All staff undertook a comprehensive induction programme with the involvement of people who used the service. This meant

people’s views and experiences were shared with staff. People and staff all reported that this was a positive experience. People said that they felt valued from this involvement.

The registered manager had effective systems in place to manage staff rosters and there were quality assurance systems in place to make sure any areas for improvement were identified and addressed. He regularly visited people to seek their views about the service. Staff working practices were observed to monitor the quality of the service being offered. Reviews of daily records were regularly looked at to ensure they were appropriately completed. This meant that continual improvement was promoted to ensure people’s well being.

There was a system that recorded when care plan reviews, supervisions, annual appraisals, and staff training was due. This helped to ensure the quality monitoring system was effective and up to date. Care plans and risk assessments were regularly reviewed to ensure they were up to date. People were supported to participate fully in the development of their care plans. They said that this was important to them and it ensured they received support appropriate to their needs. This meant the registered manager ensured people received appropriate care and support to meet their individual needs.

Systems were in place to check that accidents and incidents were recorded and outcomes were clearly defined, to prevent or minimise re-occurrence. Regular audits took place including medication, a comprehensive quality audit including action plans with completion dates and health and safety checks. This demonstrated the registered manager’s commitment to continually improve the service.