

St. Anthony Of Padua Community Association

St Anthony of Padua Care Services

Inspection report

Community Centre
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16 November 2023
22 November 2023

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Ratings

Overall rating for this service

Outstanding ☆

Is the service safe?

Good ●

Is the service well-led?

Outstanding ☆

Summary of findings

Overall summary

About the service

St Anthony of Padua Care Services is a domiciliary care service providing care to approximately 180 people in their own homes. Services were provided to adults with a wide range of health and social care needs including physical disabilities, sensory impairments, learning disabilities, mental health needs and dementia.

Not everyone who used the service received personal care. The Care Quality Commission only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

People's experience of the service and what we found

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 statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people. We considered this guidance as there were people using the service who have a learning disability and or who are autistic.

Right Support

People were supported by extremely warm, compassionate, and dedicated staff. Staff encouraged people to be fully involved with the local community wherever possible. The provider ensured any risks to people's safety and welfare were assessed and mitigated effectively. Medicines were well managed. We did make some suggestions to enhance processes which were acted on immediately.

The provider collaborated extremely well with external agencies, health and social work professionals, relatives, and people to ensure people's needs were met. People experienced excellent outcomes because of this. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Right Care

People received a very high quality of care from a dedicated and forward thinking, well-trained staff and management team. People felt safe and protected from abuse. Staff understood how to encourage and promote independence. The provider had several schemes in place to support this, including a movement/dance project in people's homes.

Right culture

The ethos and culture of the service focussed on people being firmly placed at the heart of the service. People, their relatives, and staff were extremely complimentary about the service and the management

team. The management team were extremely forward thinking and truly embedded a holistic and community-based approach to providing care to people.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection was Outstanding (published 23 March 2018).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

We undertook a focused inspection to review the key questions of safe and well led only. For those key question not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for St Anthony of Padua Care Services on our website at www.cqc.org.uk.

Follow Up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 was safe.

Details are in our safe findings below.

Is the service well-led?

Outstanding ☆

The service was exceptionally well-led.

Details are in our well-led findings below.

St Anthony of Padua Care Services

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection team consisted of 1 inspector and 2 Experts by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats and specialist housing.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

The inspection was announced. We gave the service 48 hours' notice of the inspection. This was because we needed to be sure the provider or registered manager would be in the office to support the inspection. We also needed to arrange to visit people in their homes and seek consent for this to occur.

Inspection activity started on 14 November and ended on 22 November. We visited the location offices on 14 and 22 November 2023.

What we did before the inspection

We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make.

We contacted the local authority commissioning and safeguarding teams and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all this information to plan our inspection.

During the inspection

We visited 7 people in their homes and spoke with a further 15 by telephone. We spoke with 14 relatives about their experience of the care provided.

We observed staff interacting with people. We spoke with the registered manager, the chair of trustees, the chief executive officer (who is also the nominated individual), managers of the two supported houses, the housing support manager, care coordinators, HR staff, day centre staff, and 8 care staff. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We also received emailed feedback from 16 care and support staff.

We asked for feedback via email from 20 health and social care professionals and received 15 responses.

We reviewed a range of records. This included people's care and support records and medication records. A variety of records relating to the management of the service, including auditing, training data, action plans, analysis, policies, and procedures were reviewed.

Is the service safe?

Our findings

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

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse; learning lessons when things go wrong

- People felt safe, and relatives confirmed this. One person said, "Yes [I am safe], I get regular carers and they are all outstanding individuals." A family member said, "It's a very safe and caring agency. They are always contactable at the end of a phone call."
- People were safeguarded from abuse or avoidable harm. Staff understood safeguarding procedures and what to do to keep people safe. Staff had received safeguarding training.
- The provider learned lessons when things had gone wrong. Incidents and accidents were recorded and reported.

Assessing risk, safety monitoring and management

- The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks. Comprehensive environmental risk assessments were undertaken to keep staff safe.
- Healthcare professionals were contacted in a timely manner to ensure people received support and treatment when they needed it.

Using medicines safely

- People were supported to receive their medicines safely. The management team reviewed medicine administration records and took action if discrepancies occurred. We made some suggestions to enhance processes, and this was acted upon.
- Staff received medicines training and the management team undertook competency checks to ensure staff understood and followed good practice guidance.

Staffing and recruitment

- The provider employed enough suitable staff. There were no missed visits and people had the opportunity to tailor care visits when their circumstances changed. One person said, "I get a rota each weekend, so I know who is coming. No problems with timekeeping, and I've never had a missed call."
- Staff were safely recruited. Ongoing recruitment was in place and potential employees underwent recruitment checks, including references and Disclosure and Barring Service checks (DBS) to ensure staff were suitable to work with vulnerable people.

Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and control practices.
- The provider had appropriate infection, prevention and control policies and procedures in place.

- Staff had received infection control training and had the use of suitable PPE.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question outstanding. At this inspection the rating remains outstanding. This meant service leadership was exceptional and distinctive. Leaders and the service they created drove and improved high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Working in partnership with others

- The provider had exceptional systems to provide consistently person-centred care that continued to achieve good outcomes for people. The management team had secured funding for several innovative projects, including working with student dietitians who provided one to one support to people in their homes and via the day centre. This included support with diabetes and healthy living, including tasting sessions and weight loss support for people and staff. The provider has been asked to speak at a Regional University Conference to share their experience of supporting placements. They have also been invited by Newcastle University to join the home care research team.
- There was an exceptionally positive, open, and inclusive culture at the service. People thought the 'outstanding' rating was well deserved and were supportive of that rating once again. There were multiple examples of exceptional support provided by staff, volunteers and management. One person who was superbly supported with hospital appointments and hospital visiting outside of the provider's commissioned service; when they died, it was agreed to have their ashes scattered in the communal garden to bring comfort to other people who knew them. One person said, "They were my friend, and I am happy knowing they are close by. I miss them." A relative said, "I am not sure what I would have done without the outstanding care I received for my [relative]. They have been so great, cannot explain. They truly stopped me jumping off a bridge. The impact of their help has been immense. Not just for my [relative] but for me."
- The provider worked exceptionally well in partnership with others and continued to network and look for opportunities to improve and promote the social care sector. The management team had also secured funding for a three-year project to allow a dance/movement specialist to go into people's homes and offer one to one support with movement and dance with the aim of encouraging them to join the broader community groups. There had been excellent outcomes. One person told us they could not stand up from a chair but now could. 4 people have been initially chosen to participate in the home sessions due to their reduced mobility and unwillingness to come to the day centre to participate.
- The provider was awarded North of Tyne Combined Authorities Good Work Pledge Accreditation December 2022. Public health have asked St Anthony's and the University to be a case study for this year's Public Health Annual Report due to their ongoing work. One health care professional said, "St Anthonys are a very forward-thinking organisation and have embraced the transformation programme. As an organisation they have been great to work with and we continue to see great outcomes for the adults they support."
- The provider continued to truly embrace the ethos of community and deliver services which integrated people in response to local need. Although not for the sole use of people using the home care service, they

had established extra care facilities, a youth centre, and a garden project. These all with the aim of increasing local services and decreasing social isolation and were open to all their service users.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People and staff were at the heart of the running and development of the service. The provider fully incorporated a diverse range of views that embraced people's protected characteristics.
- People were routinely involved in interview panels for all roles within the organisation. This truly showed the commitment for people to be fully involved and engaged with the service provided.
- Surveys and questionnaires took place. The last survey showed people and relatives were extremely satisfied.
- Staff were extremely proud to work for the provider. Staff cited examples of the forward thinking of the management team. Including paying mileage allowance to staff who used their bikes to be fair to non-drivers and encourage a healthy lifestyle.
- Staff had a real sense of being integral to the service's success. They were regularly praised for their hard work, via articles in newsletter, letters to staff thanking them from trustees/management and communication to staff in response to feedback from people and professionals.
- Every year recognition awards were given to staff and the community. This was a fully inclusive event, including involvement from people who used the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; continuous learning and improving care

- The provider had a fully integrated management structure that proactively monitored the care provided to ensure it was of a high quality. One person told us, "The people that they employ are genuine people. They obviously choose their staff very well. It works really well; they all go above and beyond."
- The provider had created an exceptional learning culture at the service which continuously helped improve the care people received. For example, care staff were to be trained to undertake movement classes in people's homes to expand on the current movement and dance pilot in operation to provide even more opportunities for increased mobility outcomes for people.
- The provider had systems in place for reporting any incidents to relevant agencies. They reflected on incidents to inform how the service could be better delivered in future.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The provider fully embraced their responsibilities under duty of candour and had embedded the ethos at the service.