

Jameson's Residential Home Limited

Jamesons RCH

Wormingford Road

Inspection report

Wormingford Road
Fordham
Colchester
Essex
CO6 3NS

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Tel: 01206242282

Website: www.jamesonsresidential.co.uk

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Jameson's RCH Wormingford Road is a residential care home providing personal care and support to people aged 18 – 65 years who have complex additional needs arising from their learning disability, autistic spectrum or mental health. The service can support up to 7 people, at the time of the inspection there were 3 people using the service.

The service offers individually tailored accommodation and support. The building has been adapted to provide seven large single occupancy self-contained apartments with a communal lounge and communal kitchen where required. The service remains a residential care service due to the complexity of the needs of people they are supporting, however, by dividing the home into individual apartments helps to maintain safety, choice, develop new skills and enhance quality of life.

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

The service provided a safe, supportive and friendly environment. Staff showed a good understanding of people's individual and specific needs and they knew how to communicate with each individual and reassure them.

A relative told us they felt Jameson's RCH provided a bright and homely environment and staff were really nice and welcoming. Their family member was settled and happy since moving in which gave them peace of mind. The relative told us the transition from their family member's previous service to Jameson's RCH was well planned. Staff visited to get to know them and understand their needs prior to their move.

A healthcare professional told us, "I have found the staff team, frontline care staff at the service to be professional, respectful, kind, welcoming and caring. [The registered manager] and staff team provide a person centred approach and staff engagement is positive, thus providing a positive therapeutic approach for people who use the service."

Systems and processes were in place to promote people's safety. There were enough staff to meet people's needs and promote their wellbeing.

The provider had effective systems in place to monitor the quality and safety of the service that people received. Arrangements were in place to routinely listen and learn from people's experiences, concerns and complaints.

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.

A healthcare professional told us, "The staff are attentive, promote personalisation, choice and control, they adhere to 'Valuing People Now 2011' ensuring people with a learning disability have equal rights, community participation and social inclusion."

The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. There was a strong emphasis on promoting good practice in the service and there was a well-developed understanding of equality, diversity and human rights and management and staff put these into practice.

Right support:

- The setting and model of care maximises people's choice, control and Independence
- 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:

- Care was person-centred and promoted people's dignity, privacy and human rights.
- Care and support was planned and delivered in a personalised way and tailored to individual needs.

Right culture:

- Ethos, values, attitudes and behaviours of leaders and care staff ensure people using services lead confident, inclusive and empowered lives

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

Rating at last inspection

The last rating for this service was Good (published 14 February 2017)

Why we inspected

We received concerns in relation to safeguarding people from abuse. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the Safe section of this full report.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

This report only covers our findings in relation to the Key Questions Safe and Well Led. The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has not changed from Good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Jameson's RCH Wormingford Road on our website at www.cqc.org.uk.

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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

Jamesons RCH Wormingford Road

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 Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

One inspector carried out this inspection.

Service and service type

Jameson's RCH Wormingford Road is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. This information helps

support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with one person who used the service, two members of staff and the registered manager.

We reviewed a range of records. This included two people's care records and a range of records relating to the management of the service.

After the inspection

We sought feedback from the local authority and health and social care professionals who work with the service and other bodies. We also spoke with a relative of a service user.

We continued to seek clarification from the provider to validate evidence found and requested further information including quality assurance records.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Staff had received safeguarding training. They demonstrated a good understanding of their responsibilities in relation to safeguarding people who were vulnerable and protecting them from harm; the processes to follow if they had any concerns and how to report them.
- The registered manager and staff knew people well and said they would recognise by their behaviour when individuals were concerned or unhappy. Staff had developed good relationships with people and respected their diverse needs. A relative told us their family member had settled well in the service and they would know if their relative was unhappy but they had not shown any signs of distress.
- A healthcare professional told us, "The staff are amicable and helpful in supporting people's individual needs and managing behaviours that can be both challenging for others and those supporting the individual. This includes giving emotional support to people whose care pathways have been difficult due to certain behavioural issues."
- Staff had attended training to recognise what could cause people's behaviour to change and techniques they should use to manage these behaviours. They used a supportive and positive approach that explores strategies and methods for people who may experience difficulties in communicating their emotions and use behaviour as a way to express themselves. This helped to try and reduce incidence of behaviour that is challenging to others.
- The registered manager had formed good relationships with the local authority safeguarding team and the police to mutually support and protect people in a planned way. A police officer told us the service engaged well with the community police and gave them a better understanding of individuals and how they presented when their anxieties were heightened. They said this had helped to prevent escalation of behaviours that presented a risk to the person, and others. A social worker told us how the registered manager and staff had taken a supportive approach to address and try to resolve the anxieties displayed by an individual with complex needs.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risk assessments were undertaken to identify any actual or potential risks to the individual or others in their daily lives.
- Each person had clear risk management strategies to guide staff on how to support them in a safe and consistent way, which protected their dignity and rights.
- The environment was safe and well maintained.
- Appropriate arrangements were in place to review and investigate events and incidents, and to learn from these.

Staffing and recruitment

- Staff were safely recruited. A staff member said, "We have enough staff with agency and the agency staff are fantastic. We have regular staff from the agency and they are all appropriately skilled and trained." The service manager told us, "We are recruiting but carefully selecting our staff team. We try to recruit to suitably match people's needs and personalities."
- There were sufficient numbers of staff to keep people safe and meet their needs and choices. Staffing levels were based on the type and level of support each person required throughout the day including going out and participating in planned activities.
- Staff were deployed in a way that was consistent with personalised care. A member of staff told us, "What is good here is spontaneity, there is always enough staff available to support a person to go out as and when they want to, just like you or I."
- A healthcare professional told us staff had received training pertinent to supporting people with a learning disability which equipped them to have a good understanding of their specific needs and enabled them to support them with a least restrictive approach.

Using medicines safely

- People received their medicines as prescribed.
- The provider had robust systems in place to ensure staff managed medicines safely. Audits were carried out to detect errors and take prompt action if any errors were found.
- Staff who managed medicines had received relevant training and competency assessments.
- Where people had medicines prescribed on an 'as required' (PRN) basis; detailed protocols were in place to guide staff on the reasons for administration, special instructions, predictable side effects and any other relevant information.

Preventing and controlling infection

- We were assured the service was following correct infection prevention and control guidance and policy to protect people from infection and prevent the spread of infection.
- Management were making sure infection outbreaks can be effectively prevented or managed and people were admitted safely to the service. Staff were using personal protective equipment (PPE) effectively and safely.
- A healthcare professional told us, "The staff team adhere to temperature taking before we access the service due to COVID-19 and wear PPE during my visits."
- A relative told us alternative arrangements for maintaining social contact are used such as visiting in the garden and keeping in touch using video calls.

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 the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The service had a clear vision and set of values which staff were very clear about. Care and support was delivered in a safe and personalised way which ensured equality and independence were promoted at all times.
- A healthcare professional told us, "[The registered manager] has been open, honest, transparent and welcoming each time I've visited." They told us staff promoted personalisation, choice and control, ensuring people with a learning disability have equal rights, community participation, social inclusion and respected people's privacy and dignity always.
- A senior staff member said, "We have excellent support from senior management, better than I have ever known. They work closely and pro-actively with staff. We are developing a great staff team who have understanding and compassion for people with complex needs." Staff told us they loved their job and were extremely excited and enthusiastic about the future of the service.

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

- The service was well organised and had effective leadership. Staff were well supported to carry out their roles and responsibilities.
- A healthcare professional told us, "I have found [the registered manager] and the management team to be visible, positive role models and actually providing hands-on care and support delivery.
- There were systems in place to assess the quality and safety of the service provided, drive improvement and deliver high quality care.
- Behavioural strategies and incidence reports were analysed regularly to identify any new triggers or patterns at which point positive changes were implemented to assist prevention of similar incidents, and support plans were adjusted.
- The registered manager told us it was recently recognised the quality of daily records needed improvement. They were missing "crucial snippets of information" which helped to review and establish how individuals were managing and their wellbeing. Learning was shared with staff and agency staff and the registered manager said the daily records were now completed with detail to enable staff and healthcare professionals have a more effective review of people's needs and outcomes.

Working in partnership with others; 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

- A police officer told us, "I can't fault this service. It is a breath of fresh air. They engaged with us initially when setting up this service to work with us in supporting people more effectively. We work in partnership, it is a team effort and benefits the people using the service."
- A healthcare professional told us, "I personally have found [the registered manager] and the organisation very approachable, with a willingness to be flexible and work in partnership with social care." Although a proposed transition to the service had broken down due to complications, the healthcare professional explained this was not a reflection on the service as they "maintained a good professional relationship throughout."