

Precious Homes Limited

Precious Homes Birmingham

Inspection report

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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

Precious Homes Birmingham operates a supported living service and provides personal care to younger adults living with a learning disability and/or autism and mental health issues. People live within a purpose-built building that is separated into 22 individual, self-contained flats with shared communal areas and cafe. The service is registered to support 22 people and at the time of the inspection 21 people were living there.

Services for people with learning disabilities and/or autism

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

People were supported by staff who knew their needs well. Staff supported people with their medicines safely. People were safe living at the service. Staff knew how to protect people from harm and reduce the risk of accidents and incidents. At the time of our site visit, we found there were enough numbers of staff on duty to meet people's needs to keep them safe. There were systems in place to learn from incidents and accidents.

People who had recently moved into the service had been assessed before being accepted to ensure the provider could meet their needs. Assessments addressed the person's physical and health needs and what was important to them. Staff had received training which helped them to deliver personalised care. Our observations showed people looked happy.

Staff spoken with were knowledgeable about people's care and support needs. Staff enjoyed their work and had developed a good rapport with the people they supported. Staff encouraged people's independence and protected their privacy.

Whilst on site, people looked comfortable and we saw positive interactions between people and staff. The provider's systems to monitor the quality and safety of the service had been effective at identifying where the registered provider needed to make improvements. People were involved in the development of the service and were given opportunities to feedback to the provider about their experiences living at the service.

The outcomes for people using the service reflected the principles and values of Registering the Right Support by promoting choice and control, independence and inclusion. People's support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

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 09 April 2019)

Why we inspected

The inspection was prompted in part due to issues identified at another service managed by the provider and safe management of risks to people, particularly self-harming. A decision was made for us to inspect the provider's services and examine those risks.

We found no evidence during this inspection that people were not supported safely living at the Precious Homes Birmingham sites.

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 safe findings below.

Precious Homes Birmingham

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.

Inspection team

The inspection was conducted by one inspector.

Service and service type

Precious Homes Birmingham provides personal care to younger adults who may have a learning disability and/or autism and mental health issues living in their own flat within a purpose built, supported living setting.

The service had a manager registered with the Care Quality Commission. This means that they and the provider is legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

The inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service. We sought feedback from the local authority and professionals who work with the service. The provider had completed a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all this

information to plan our inspection.

During the inspection

We spoke with three people who lived at the service about their experience of the support provided. We spoke with three members of staff, the registered manager and two deputy managers.

We reviewed a range of records. This included four people's care records and medication records. We looked at a variety of records relating to the management of the service, including policies and procedures.

After the inspection

We requested feedback from healthcare professionals about their overall views of the care and support being delivered at the service.

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 safe. At this inspection this key question has remained safe. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People we spoke with told us they were happy living at the service. One person told us, "This is my safe place, it is nice to come back to here and have your own space with the support in case I need it."
- Staff we spoke with were clear on their responsibilities to ensure people were kept safe from the risk of harm or abuse.
- There were effective systems in place to monitor and manage allegations of abuse or harm. We saw safeguarding's had been notified to the appropriate agencies and they had been investigated correctly.

Assessing risk, safety monitoring and management.

- Risks to people's safety had been assessed, they were detailed and person centred. The assessments explained clearly how staff should support people to remain safe and conversations we had with staff showed their knowledge of people was good and reflected the information in the assessments. One person told us, "They (the management team) held a training session for me, I helped to write it and spoke to the staff about what they needed to do to support me, the things that work well and what doesn't work well." Staff we spoke with told us how helpful they found these training sessions.
- Discussions with staff showed they had a good understanding of the risks to people and they explained what action they took to keep people safe. One staff member told us, "We have had some incidents where a person may respond better to certain staff members because they have built up that rapport and because we all work so well as a team when the person becomes unwell, we know exactly how to respond to help them."
- Staff we spoke with explained how the recent training about 'self-harm' had benefitted them. One staff member told us, "It (self-harm training) was a real eye opener, it was very good."
- Any changes in people's support needs were referred to the appropriate healthcare professionals promptly to ensure those needs continued to be met.

Staffing and recruitment

- Staff we spoke with said there was enough numbers to support people safely. One staff member said, "The managers are very good at bringing in additional staff when needed, for example, if a person is unwell and needs that extra support or we need to increase observations of them to keep them safe, the extra staff are there."
- Recruitment processes had been found to be effective at the last two inspections and had not been raised as an issue and was not reviewed at this inspection.

Preventing and controlling infection

- The management of infection control and the cleanliness of the service had been found to be effective at the last two inspections and had not been raised as an issue and was not reviewed at this inspection.

Learning lessons when things go wrong

- There were systems in place to learn from incidents and accidents that helped to identify potential triggers and trends.

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 has been rated good. At this inspection the rating has remained good. 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

- People and professionals had shared with us their views on the management team and staff. One person told us, "Staff understand me but it's more than that, they're there when I need them." There was a strong culture amongst the staff and management team about supporting people and empowering them in a person-centred way. A staff member explained, "[Person] is extremely sensitive, they sense your energy and respond positively to that."
- Staff we spoke with felt supported by the registered manager and told us they were approachable. One staff member said, "The management team are brilliant, you can always go to them, they are approachable. This job can be mentally draining and they recognise that in you, they are very understanding"
- Staff we spoke with demonstrated they were motivated and shared an enthusiasm to provide good quality support. One staff member said, "[Registered manager] is hardworking and they are passionate about this service and we all feel the same, if you don't feel that then you're in the wrong job."
- Changes to how the service operated and if there were any changes in people's support were discussed at staff meetings and handovers to keep staff up to date with daily events.

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

- People were supported to have their say in the day to day support and management of the service. The registered manager explained they had held regular meetings with people and relatives. We saw there were regular meetings organised and attended by people living at the service. The registered manager explained they would provide questions or areas they would like feedback on and then people would discuss these at the meeting and feedback. The registered manager said, "We [staff] don't attend these meetings because I want to make sure people have a safe environment to talk freely and bring any concerns or issues back to us."
- People we spoke with told us they were regularly consulted and involved in the development of their health plans and any additional support they might require.

Continuous learning and improving care. Working in partnership with others

- The provider had worked in partnership with other health care organisations for people's benefit. We received feedback from three health care professionals who shared with us their experiences of the service.
- The provider and staff displayed a commitment to providing good quality care and support.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- There were quality assurance processes in place to regularly monitor the delivery of service to people.
- The provider had met their registration legal responsibilities ensuring their current inspection rating was displayed within the service.

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 registered manager understood and acted upon their duty of candour where incidents had occurred. We found where these incidents had occurred, thorough investigations had been completed and shared with the relevant people and agencies.