

Satash Community Care Project Limited

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Inspection report

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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?	Outstanding ☆
Is the service well-led?	Good ●

Summary of findings

Overall summary

The inspection took place on the 28 June and 03 July 2017.

Satash Community Care provides accommodation and support for up to eight people who have a learning disability. On the day of our inspection the service had one vacancy.

The service had 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.

The service was remarkably responsive. Since our last inspection the service had continued to make further improvements that had a positive impact on people's lives. Staff, relatives, professionals and people living at the service all felt that the care at the service was exceptional and people were enabled to have a good quality life. Staff cared for people in a very kind and compassionate way, they knew them well and people were happy and relaxed at all times. People's diverse needs had been met and the service were seen to be proactive in looking for ways this could be supported and enhanced. Relatives were very positive about the care provided at the service and complimentary about staff and management.

Staff showed a good knowledge of safeguarding procedures and were clear about the actions they would take to protect people. People's medication was well managed and this helped to ensure that people received their medication safely. They were supported to be able to eat and drink sufficient amounts to meet their needs and were offered choice. We found that people's healthcare was good. People had access to a range of healthcare providers such as their GP, dentists, chiropodists and opticians.

There was a regular and consistent staff team. The provider had appropriate recruitment checks in place which helped to protect people and ensure staff were suitable to work at the service. There were sufficient numbers of skilled, well trained and qualified staff on duty. Staff told us that they felt well supported in their role. We saw that staff had received training and formal supervision had been regularly provided.

People were treated with dignity and respect and staff interacted with people in a kind, caring and sensitive manner.

We found that detailed assessments had been carried out and that the care plans were very well developed around each individual's needs and preferences. There were risk assessments in place and plans on how the risks were to be managed. We saw that appropriate assessments had been carried out where people living at the service were not able to make decisions for themselves; to help ensure their rights were protected. People were supported with taking every day risks and encouraged to take part in daily activities and outings.

People were happy and relaxed with staff. Systems were in place for people to raise concerns and they could be confident they would be listened to and that appropriate action would be taken. The provider had an effective quality assurance systems in place. People had the opportunity to feedback on their experiences and staff tried to involve people in day to day decisions and the running of the service. The service was very well managed.

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 remains Good.

Is the service effective?

Good ●

The service remains Good.

Is the service caring?

Good ●

The service remains Good.

Is the service responsive?

Outstanding ☆

The service was very responsive.

The service has continued to develop to ensure it responds to people's individual needs in all areas of their lives and ensures they were able to have a good quality of life. Interactions were natural, kind and caring and it was clear staff knew exactly what each person needed to enjoy a full and meaningful day. People were given the care they needed in response to their own diverse needs and people continued to be supported to develop and gain independence.

People were empowered to make choices and had as much control and independence as possible. They were involved in activities outside of the home and enabled to live as full a life as possible.

People were listened to and staff supported them if they had any concerns or were unhappy.

Is the service well-led?

Good ●

The service remains Good.

Satash Community Care Project Limited

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.

The inspection was unannounced and took place on the 28 June and 03 July 2017. The inspection was undertaken by one inspector.

Before the inspection the provider completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and details of any improvements they plan to make. The provider had completed this form and returned it within the set timespan given.

As part of our inspection we also reviewed other information we hold about the service. This included notifications, which are events happening in the service that the provider is required to tell us about. We used this information to plan what we were going to focus on during our inspection.

During our inspection we spoke with the registered manager, the provider and eight care staff. Healthcare Professionals and relatives were approached for their views about the service and where possible their feedback has been added to the report.

We also spoke with seven of the people who lived at the service and we spent time observing care in the kitchen and communal areas.

As part of the inspection we reviewed three people's care records. This included their care plans and risk assessments. We looked at the files of two staff members which included their support records. We also

looked at the service's policies, their audits, the staff rotas, complaint and compliment records, medication records and training and support records.

Is the service safe?

Our findings

At this inspection we found the same level of protection from abuse and risks to people's safety as at the previous inspection, and the service's rating continues to be Good.

People told us that they 'felt safe' and would speak to the registered manager or their key worker if they were not happy. One person told us, "I get on with all the staff. They look after me well and I feel safe here." Staff told us that they did not have any concerns around the care people received. One staff member told us, "Service users are safe and when issues occur they are dealt with efficiently and correctly. The care given is very good." People were seen being relaxed in the company of staff and they had very good relationships. One relative told us, "We cannot praise Satash Management and their staff enough. We are so grateful to them for providing a safe, secure home for all their service users in a friendly and welcoming environment."

The registered manager and staff at the service knew how to protect people from abuse and avoidable harm and they had all completed relevant training. This had been provided during their initial induction and they had also received regular updates. Staff were able to express how they would recognise abuse and who they would report their suspicions to. This included the registered manager, provider, local authority or the Care Quality Commission. The service had systems in place to help protect people from potential harm and policies and procedures on safeguarding people were available to give staff a better understanding. It was noted that the service had 'Ask SAL' posters around the home, which provided the reader with information on who they could contact if they had any concerns regarding vulnerable people. This showed that the service had systems in place to help protect people from potential harm and staff had been trained and knew to take appropriate action. The service had a whistle blowing procedure in place for staff to use and this provided information on who they could take any concerns to.

Risk assessments had been routinely completed and these identified how risks could be reduced to help keep people safe. These had been regularly reviewed to ensure the information available to staff was always up to date and relevant. It was clear that people were supported to take risks and where possible encouraged to make choices and decisions during their daily lives. Observations and documentation seen showed that staff enabled people to take risks and ensured they were able to try new experiences and have a good quality of life.

Appropriate monitoring and maintenance of the premises and equipment was on-going. Regular checks had been completed to help ensure the service was well maintained and that people lived in a safe environment. General maintenance had been completed and people's bedrooms had been well decorated and personalised. One person told us that they had been able to choose the colour of their room when it was decorated, and they had chosen 'blue' as it was their favourite colour. The service had recently refurbished the kitchens in both properties and these were of a very high standard. Communal rooms were bright and had photos around the walls of people who lived there and showed it was clearly a 'family room.'

People told us that the service had regular fire practices both during the day and at night and they were assisted by staff to move to a safer area. Everyone knew what action they needed to take when the fire

alarms sounded, with one person adding, "We have fire drills, I know to go to the front to keep safe." One relative told us how they had been very grateful for the fire training at Satash and went onto explained, "There are regular fire alarm checks at Satash and this was of great help when there was a fire in the shop beneath my flat a few years ago. When we were told to evacuate quickly, [person's name] got out of bed straight away and calmly came downstairs with me, then had to go down the stairs outside to the ground floor. They did not panic at all. I was very proud and grateful that they had had training at Satash."

There were enough staff available to meet people's individual needs. There were systems in place to monitor people's level of dependency and help assess the number of staff needed to provide people's care. The registered manager added that the assessing of staffing levels was an ongoing process and they provided examples of where in the past they had requested more staff for individuals due to their care needs changing or specific activities where higher staffing was required. The present staffing ratio consisted of four staff on duty in the morning and afternoon, and the registered manager was supernumery. At night the service had a one awake staff member in each property. It was clear that the staffing levels at the service enabled people to follow their interests and past times and there were enough staff on duty to support them. Some people had allocated one to one time to help them participate in their chosen activities. We saw that people were well supported and we observed that people were provided with care promptly when they needed it or on request.

The service had a recruitment procedure in place to help ensure correct checks were completed on all new staff and this practice helped to keep people safe. The recruitment files of the last two staff employed at the service were viewed and these included evidence of health declarations, identification, references and checks from the Disclosure and Barring service (DBS). The service also had a disciplinary procedure in place, which could be used when there were concerns around staff practice and keeping people safe.

People received their medicines safely and as prescribed. Medicines had been stored safely and effectively for the protection of people using the service. They had been administered and recorded in line with the service's medication policy and procedure. Each medication file had a pictorial 'signs and symptoms' and advised each individual how the medication they were taking may make them feel. The service were seen to be proactive in helping people to be independent and one person was assisted to be self-medicating. Staff were observed ensuring relevant medication forms were available for completion and the person was able to advise us of their medication, what each tablet was for and when this needed to be taken. This person was also able to confirm that medication reviews had taken place and they had been part of that process.

Medicines had been recorded and signed for. Each person's medication folder was accompanied by their photograph and a record of any allergies they may have. Staff involved in managing medicines had received medication training and regular competency checks had been completed. An annual audit had been completed by the an external pharmacist and no concerns had been raised. Two staff dispensed medication, one to administer and the other one to check it was correct. The registered manager advised that they had found that this had helped to reduce errors in medication administration. Staff spoken with confirmed that they found this a safer system and preferred this method. There was also a record of medicines that had been destroyed or returned to the pharmacy when they were no longer needed. This meant that all medicines could be safely accounted for.

Is the service effective?

Our findings

At this inspection we found staff had the same level of skills, experience and support to enable them to effectively meet people's needs as we found at the previous inspection. People continued to have freedom of choice and were supported, where appropriate, with their health and dietary needs. The rating continues to be Good.

People were observed with staff and all were happy with the care and support they received. Many of the staff spoken with had worked at the service for a number of years and were able to demonstrate they knew people well and ensured that their care needs were met.

Staff we spoke with said they had received training and it had provided them with the knowledge and skills to carry out their roles and responsibilities as a care worker. They added that they felt they had the training they required to meet people's individual needs. One staff member told us, "The training, induction process and day to day support is excellent. Staff are also encouraged to improve their skills with NVQ qualifications." The training records showed that staff received regular updates of mandatory training. The registered manager had also arranged for training that was specific to individuals needs and had arranged staff to attend training on epilepsy. This was confirmed by staff who stated that additional training would be organised if and when they needed it.

Newly recruited staff would complete an induction and this included information about the running of the service and guidance and advice on how to meet the needs of the people living there. They also shadowed more experienced staff to ensure they were confident in their role. The registered manager advised that most staff would then go on to complete a national recognised qualification in care and was proud that 80% of their staff had now achieved this.

Documentation seen showed that staff had received regular support through bi-monthly one to one sessions, bi-monthly meetings and yearly appraisals. Staff reported that supervision and team meetings had occurred and they felt the registered manager was approachable and supportive and that they received the support they needed.

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 Mental Capacity Act (MCA) 2005. The procedures for this in care homes and hospitals is called the Deprivation of Liberty Safeguards (DoLS). We checked whether staff were working within the principles of MCA and DoLS. We found that the management team had a good understanding of MCA and DoLS and staff demonstrated an awareness and confirmed they had received training and information about protecting people's rights and freedoms. Training was in the form of a three hour face to face course and this was updated every two years. People's capacity to make day to day decisions had been assessed to help ensure they received appropriate support. The registered manager was able to provide an example where they had assisted one person to raise a complaint due to their operation being constantly cancelled, as they did not feel this was in the person's best interest.

People were actively involved in their care plans and any decisions about their care. People were able to show us their plans of care and openly discuss what was in them. Where possible, consent had been gained and people or their relatives/advocates had agreed to the service providing care and support. The service had access to advocates when needed and the registered manager was able to give examples on where outside support and advice had been sought when people had needed it. Such as when one person was being assessed as moving to a more independent service and needed extra advice and guidance. People were observed being offered choices during the day and this included decisions about their day to day care needs and future activities and goals.

People were being supported to have sufficient to eat, drink and maintain a balanced diet. One person told us that they would meet up on a Saturday and work out what they would like to eat for the next week. This was confirmed by one person who told us, "We do the menus on Saturdays and then we take it in turns to do the shopping." They went on to tell us who would be going out to do the shopping with staff on the day of the inspection. Examples of menus were seen and these showed that people were offered a varied menu, choice and a healthy balanced diet. Staff stated that the menus were only a guide and they offered different options for the main meal where people wanted an alternative. One person told us "You can choose what you want to eat. I like chicken but today it is shepherd's pie. I don't like that so I am going to have pizza." People were encouraged to help with the cooking of the main meal and also prepare their lunches. One person told us, "I don't like cooking dinner but the staff will help me which I like." Fresh fruit was also available in the kitchens and people were seen helping themselves to hot drinks and snacks.

Staff had a very good understanding of each individual person's nutritional needs and how these were to be met. People's nutritional requirements had been assessed and their individual needs were well documented. There was a clear list of people's likes, dislikes, dietary or cultural needs. Each person had a nutritional record and weight chart in place to enable staff to monitor this if needed. If people required assistance from a nutritionist or healthcare professional a referral would be made. People were encouraged to eat healthily and healthy options were made available at meal times.

People had been supported to maintain good health and had access to healthcare services and received on going support. Referrals had been made to other healthcare professionals when needed and this showed that staff supported people to maintain their health whilst living at the service. Each person had a health action plan in place to identify any health care needs and people confirmed that they would visit the optician, doctors and hospital when needed. Examples were given where the service had contacted health care professionals to gain the support people needed due to deterioration in their mental or physical health. Feedback from relatives included, "[Person's name] is always monitored carefully so I am reassured that they are well looked after.

Is the service caring?

Our findings

At this inspection we found people were as happy living at the service as they had been during our previous inspection. The rating continues to be Good.

People were receiving good care and support. They were relaxed with staff and given the time and support they needed. Some staff had worked at the service for a number of years and knew the people very well, including their history and what care and assistance each person may need. Feedback from relatives included, "[Person's name] has been a resident at Satash Community Care for about 10 years. They have achieved a remarkable transformation of [person's name] through the dedication and care given by the whole team. [Person's name] has learned to achieve so much more than was expected. Nothing is ever too much for [Manager's and Provider's names] and their team. We know they are happy and contented where they are and we know they are in good hands." Staff worked hard to support people well and it was clear they wanted to make a difference to their lives.

People received good person centred care and the staff did their best to ensure that where possible people had been involved in decisions about their care and the lives they lived. It was clear that people had been empowered to make choices for themselves and been involved in decisions. Feedback from the service's compliment book included, 'A wonderful, friendly environment, the staff are very knowledgeable and enthusiastic about their work. You [the provider] should be very proud' and, 'One of the friendliest homes I have visited. Well run and very welcoming. Great staff and well cared for residents.' One relative stated, "I am much reassured and very grateful that [person's name] is able to live at Satash as they are in a caring community who have very high standards and aim to give the best comfort and opportunities for a full, enjoyable life. I would not hesitate to recommend Satash Community Care as a safe, comfortable and loving care home."

Staff responded quickly to people's needs and they were kind and caring in their approach. Staff were observed interacting with people and everyone was included in the general conversations and activities where possible. One staff member told us that staff were encouraged to be a good example for the people and implement good practice. People were spoken with in a way they could understand.

Staff showed good practice when people became agitated or upset and knew what may help to change the person's behaviour and help make them to calm and relax. Care plans included a section on, 'what makes me happy,' 'what makes me sad,' and 'what I like to relax to.' This information would assist staff in knowing each person and how to best manage any changes in behaviour and moods. Feedback from one relative included, "Satash continues to impress us with their commitment to the care and needs of our relative. Over recent months the management have gone over and beyond the call of duty as they resolutely strive to help our relative manage their changeable behaviour, which has become highly complex and challenging. They are always available to discuss, and arrange meetings in their own time enabling the family to work with them to devise strategies to best help our relative. They actively seek out professional guidance and follow through suggestions." A health care professional added, "I would like to say I have always been impressed by the friendliness of the staff, the care they give is genuine and they consider the feelings of their resident. I

have witnessed them showing genuine concern in times of crisis and thoughtfulness with the residents. I have also witnessed their empathy and consideration for the families who are extensively involved in their loved one`s care. They are always professional and I consider this home to have an excellent ethos with genuine care for its staff and residents."

People's privacy and dignity was respected. Staff knew the people they were looking after very well and we heard them addressing them in an appropriate manner. People were encouraged to be as independent as possible and staff were observed providing support and encouragement to those who needed it. One relative told us, "The atmosphere in the house is always very welcoming and the staff very friendly. The attitude of the staff is always very respectful and supportive. Over the years it is noticeable that all the residents have gained in confidence, improving their communication skills, learning to become more independent and develop their social skills generally."

Where possible people were supported to express their views about their care and support. Some people had relatives involved in their care but where people did not have access to family or friends that could support them, the service would arranged for an advocacy service to offer independent advice, support and guidance to individuals. One person added, "This is a good home and I know the staff listen to me."

Staff stated the home was open to visitors at any time and there were no restrictions. People stated that their relatives would often call in to see them or staff would arrange to take them to visit their relatives and friends or go home for the weekend. Feedback from relatives included, "Family members are always very welcome to visit Satash and I have always found the atmosphere very welcoming, calm and friendly." People told us that they felt the service was like a large 'family.' They provided examples of how large events would be arranged where both staff, people at the service and relatives would get together. The service was in the process of arranging a 'Garden Party' and people were involved in arranging what they would like to do at the talent show.

Is the service responsive?

Our findings

The service were rated as 'Good' at the last inspection but have continued to look for ways to be responsive and improve people's lives and are now rated as 'Outstanding'.

People received a high standard of personalised care that was responsive to their needs. It was clear during our inspection that the registered manager had worked with the staff; people and relatives to look for ways to continually improve people's lives and meet their needs. People were receiving care that was very personalised to them and this helped to improve their health and wellbeing, and enabled them to have a better quality of life. There was a very good atmosphere in the service and it was very 'homely.' The registered manager stated, "I see us as one big extended family. We are here because we care and to give the people the best quality of life they can achieve."

People and their relatives had been actively involved in the assessing and planning of their individual care needs. Pre-admission assessments had been completed and people and their relatives had been invited to the home on a trial visit to look at the facilities, meet the staff team and spend time with the other people who lived at the service. It was clear from the assessments that specific attention was paid to people's individual choices and what makes them happy. The service provided written information about what they were able to offer which helped people make a choice on whether Satash Community Care would be the right place for them. Relatives told us how welcoming the service had been and that the registered manager had been happy to answer any questions and help them through the admission process.

The assessment process gathered information about the person's care and support needs and provided a 'whole picture' of the person including any care needs due to the person's diversity. Care plans were detailed and covered the person's cognitive and physical abilities, their physical health and well-being, their prescribed medicines and any dietary requirements. It also included the person's lifestyle choices, their preferences and some life history. Care plans had been produced in a format that was relevant to the people who used them and included pictures and symbols to aide understanding. Care plans had been reviewed regularly and updated when changes were needed to reflect variations in people's needs. They also recorded short and long term goals for people to work towards. One person told us that they had been involved in their care plan and would often look through their care plan folder with the staff and check that it was correct. They added that they were always involved in any decisions made about their care and welfare and reviews.

The service had produced a booklet with important information that could be taken to hospital to advise health care professionals of the care and support each individual would need to help make their stay less stressful. This was in a pictorial form and easy to understand. Staff were very knowledgeable of people's needs and ensured they received the support and assistance they needed in the way people wanted their care to be provided.

The staff team at the service were very diverse and this had been used to people's best interests. Any care needs due to the person's diversity had been clearly recorded and when speaking with staff they were aware

of people's dietary, cultural or mobility needs. The service had empowered people to meet their cultural and religious needs and there were very good examples of where they had worked with people to achieve this. One person told us how the service ensured they were able to follow their faith and always made arrangements for them to get to church each Sunday. The registered manager and staff had also helped arrange for this person to be accompanied on a visit to Rome and to go to the Vatican. We were told by staff how the person was 'overwhelmed' by the whole experience. On speaking with the person they told us about the trip and how excited they were to visit the home of the Pope.

Other examples provided included how staff were able to provide culturally appropriate hair treatment for those people from an African heritage. Other staff had also been trained to do this and this had enabled the person to save the money they would have had to spend and enabled them to participate in other chosen activities. Another staff member was also able to speak the same first language as one person who had limited communication and this had enabled them to have meaningful conversations. This staff member had travelled with the person to their country of birth to visit family and attend a family wedding. This person was also assisted to cook food from their own culture each week. These experiences had assisted the person to follow their own culture which was important to them.

There was a real focus on people's individual social wellbeing, the service also ensured that there were many opportunities for socialisation in the service and out and about to add to people's quality of life. It was clear from discussions with staff that they tried to ensure each person took part in activities they liked and had interests in. Many people also attended college courses and this included information technology. One told us, "I am keeping well, I am going to college and I doing internet security." Feedback from relatives included, "We love to visit Satash and meet with all the residents and hear about their recent activities. We always leave with 'a smile on our faces' in the knowledge that our relative is living in the best possible place." Another relative told us, "The management and staff are all very caring with the right balance of love and discipline. They understand [person's name] very well and are very patient, but also firm and yet very caring towards them. Left to their own devices they would prefer to spend most of their time in their room, but they are encouraged to go to college, join in other activities and mix with the other service users as much as possible."

There were many photographs around the service of parties, entertainment and general outings that people had taken part in. The atmosphere within the service was friendly and laughter and chatting could be heard throughout the day. Most attended a club each week where they met up with friends from other services. One person followed West Ham United Football club and the staff had arranged for them to attend matches and also purchase clothing with the West Ham logo. It was noted during our inspection that this person wore the t-shirts and clothing with pride. The person also told us how a staff member had arranged for a signed letter and birthday card to be sent from West Ham United for their birthday and that 'It had made their day.'

Each person had a key worker and they were now allocated one to one time to spend with people. Time had been set aside on a weekly basis, so each person did something that was individual to them. The service actively supported people to follow their interests and hobbies and gain access to the local community through day trips and events. Feedback from relatives included, "In the years that [person's name] has been with Satash he has made continued progress towards independence and has been provided with a wide variety of activities and experiences. He has been extremely happy there and now regards 'Satash' as his home and looks on the other residents as his 'family'." One relative told us that "When [person's name] first went there he was quiet disrupting. With the Satash staff and excellent care and understanding, [person's name] has progressed enormously. The care is great. They also provide off site activities and holidays etc, which [person's name] enjoys. I am very happy with all the aspects of Satash." On discussion with the

registered manager we were advised that two holidays had been arranged for everyone to participate in and these consisted of a week in Spain and also a week with MENCAP at a holiday camp. People spoken with were very excited about their holidays and also told us of past holidays they had gone on and what their best memories were.

The service regularly supported one person to fly out and visit their relatives abroad. Management would arrange flights and staff would travel with the person to meet with their relatives at the airport. We were told by their parents, "We are fortunate in having a property in Spain, and in recent years have spent three to four months away at a time. We are only able to do this with peace of mind in the knowledge that [person's name] receives the very best of care, and if there was a problem we would be informed immediately. [Person's name] has been supported, by staff to fly out to Spain and we would then meet him at the airport."

The service used innovative and individual ways of involving people so that they felt consulted, empowered, listened to and valued. There was a real feel that people were involved in the running of the service and the management and staff wanted to give people a good quality of life. People were given the opportunity and encouraged to develop their daily living skills and become more independent. One staff member told us, "We encourage people to be involved here, they are encouraged to do things for themselves." They were seen sitting with staff and producing the shopping list, doing their own washing, preparing their own lunch and when needed receiving appropriate support from staff. People took pride that they were involved with the maintenance of the vehicles, cutting the grass, cooking and the growing of vegetables. They also had a rabbit that they all helped to look after. One person was very proud to talk with us about their responsibilities of helping to maintain the service's cars and assisting in completing weekly safety checks and ensuring they were clean, tidy, safe and ready to use.

The registered manager was keen to link with other services and the community and provided enriched opportunities and life experiences for people living in the service. The service were very responsive to people's needs and told us that due to feedback they had received they were in the process of opening a supported living service next door to their present service. Building work was in the process of taking place to add a downstairs bedroom to help ensure they would be able to meet the needs of one of the future tenants with mobility needs. The provider advised that when reviewing their people's care they had found that some of their present people were ready and needed to be moved into a more independent place, but placements within the area were not available. Relatives expressed that they wanted their family member to stay within the geographical area they knew and when the property next door became available the provider stated that it 'seemed an ideal solution.' Speaking with those people who were looking to move to the new service they told us that they had been involved in ideas and decisions about the project and been taken out shopping to choose furniture and decoration for their new home. This service is to be staffed by their present staff, which would assist with continuity and also build on people's independence and confidence during the move. One relative feedback that, "The enthusiasm, drive and forward thinking has always come from 'the top' who have consistently supported their staff, residents and families."

People's feedback was valued and matters raised were dealt with in an open, transparent and honest way. The service had effective systems in place for people to use if they had a concern or were not happy with the service provided to them. People had been provided with information on how to make a complaint and this was also available within the service and in a format they could understand. One told us, "I can always speak with [providers or registered manager's name] if I am unhappy or have any complaints." They also told us that they had key workers who they could speak with if they needed to. The service had set forms to record details of the any complaints they received and this included how these were investigated, the outcome and what had been learnt from the complaint. Management were seen to be approachable and they listened to

people's experiences, concerns or complaints. Staff stated that they felt able to raise any concerns they had. Relatives spoken with said they would be able to speak with management if they had any concerns, but added that they were happy with the service and that they had no concerns.

A recent compliment the service had received from a relative included, "In the early days an exceptionally high standard of care was set and several awards soon followed, to acknowledge the hard work and reward their efforts. The hard thing, in our opinion, is having achieved this high standard is to maintain it. Somehow this has been achieved. Over the years it is noticeable how all the residents have developed and bonded and become 'a family.' The greatest benefits are the 'hidden values' that are not always immediately apparent. As they live together they have learned understanding, tolerance, acceptance of differences, patience, appreciation of one's own and others attributes, and compassion. These have been developed through practical experience as it is the way in which the staff provide the excellent care, as well as having stability and security. Each time we visit Satash we feel life is put into perspective, and the important issues are maintained. The residents are happy, well supported, stimulated, safe and secure. The quality of care is consistent, but always enriched by new experiences. In a world where there is so much pain and brutality it is comforting to know that some things just don't change."

Is the service well-led?

Our findings

At this inspection we found the service was as well-led as we had found during the previous inspection. The service's rating continues to be Good.

People showed us they had trust in the staff and management and it was a friendly and homely environment. It was clear that the staff and management were there to ensure that people had a good quality of life and they empowered people in this process. Relative's feedback included, "The management team have a wealth of experience gained in a wide variety of situations. There is strong leadership with good communication skills, for staff, residents and relatives."

The service had a registered manager in post who was aware of their responsibilities and ensured the service was well-led. There were clear lines of accountability and the registered manager had access to regular support from senior management when needed. Staff we spoke with were complimentary about the management team and said that they felt well supported and could go to the registered manager or provider for support and advice when needed. Feedback included, "The management here are very supportive. I would recommend working at this home. I have been here for ten years and would not have stayed if I did not like it." Another one added, "Overall Satash is a good employer and the service user's needs and wishes are foremost in service provision."

During our visit the registered manager and provider were seen to be available to both staff and those who lived at the service. They spent time in both houses and would stop when people approached them and where heard speaking with people and giving them the time they needed. It was clear that people and staff had a good relationship with them and felt they could approach them at any time. Staff spoken with stated they were confident in the registered manager's and provider's ability to listen and follow up on any concerns they may raise. One staff member added, "If I have a concern the management are always there to listen." Feedback from a health care professional included, "We especially would like to commend the manager at Satash, who despite being relatively new to the role demonstrates passion and dedication beyond their years."

Staff had handover meetings before each shift and there was a communication book in use which staff used to communicate important information to others. This enabled staff who had been off duty to quickly access the information they needed to provide people with safe care and support. This showed that there was good teamwork within the service and that staff were kept up to date with information about changes to people's needs to keep them safe and deliver good care. Staff felt they were kept up to date with information about the service and the people who lived there, with one adding that had found the care plans 'very informative.'

The service had clear aims and objectives and these included dignity, independence and choice. Staff had completed equality and diversity as part of their training and the service had good examples where people's had been empowered and their diverse needs met. From observations and discussions with staff it was clear that they ensured that the organisation's values were being upheld to ensure continual individualised care

for people. People were very involved in the managing and running of the service and had been identified for areas of responsibility. They were also aware of the inspection process and able to identify and express their views on areas they felt would be part of the process.

The provider was proactive in ensuring the service was up to date with new ideas and ways of working. They were members of the National Autistic Society and Essex independent Care Association. They had also been involved in a project with Skills for Care looking at the core principles to support good mental health and wellbeing in adult social care.

The service had a number of systems in place to show that it aimed to deliver high quality care. Records seen showed that the registered manager and provider carried out a range of regular audits to assess the quality of the service and to drive continuous improvements. Where areas of improvement had been identified in the audits, action had been taken to rectify these. The service had also achieved a 'Gold' rating in Investors in People.

Environmental and equipment checks had been carried out to help ensure people's and staff's safety. Monthly audits had also been completed by the registered manager in line with the company's own policies and procedures. Regular visits had also been completed by an independent person who would audit the service and ensure correct procedures were being followed.

There were systems in place to gain people's views about the service. Meetings had taken place and also questionnaires completed with individuals to gain their views about the service. Feedback from the services own quality assurance and compliments book included, 'We continue to be very satisfied with the care our relative received at Satash and how the level of care has been of a consistently high standard. We always enjoy our visits to the home and always leave with a smile on our faces.' The registered manager also organised events that relatives were invited to which provided a comfortable environment to bring any issues they may have to the management's attention and also helped to improve communication.