

Speciality Care (Rest Homes) Limited

# Speciality Care (Rest Homes) Limited - 57 Chestnut Street

## Inspection summary

CQC carried out an inspection of this care service on 5 November 2015. This is a summary of what we found.

<b>Overall rating for this service</b>	<b>Good</b> ●
Are services at this location safe?	Good ●
Are services at this location effective?	Good ●
Are services at this location caring?	Good ●
Are services at this location responsive?	Good ●
Are services at this location well-led?	Good ●

57 Chestnut Street is a semi-detached house in Southport situated close to the town centre and its amenities. It is part of Arden College that provides specialist further education for young people aged 16-25 years of age with learning disabilities. Chestnut Street can provide accommodation for three young adults aged over 18 who attend the college. There are support staff 24 hours per day. Accommodation can be term time only and outside of term time if required.

This was an announced inspection which took place on 5 November 2015. We announced our inspection so that key people could be present and people who lived at the home could make arrangements to be present if they wished to speak to us. The service was last inspected in September 2013 and was meeting standards at that time.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

When we spoke with people living at 57 Chestnut St. they told us they were settled and felt safe at the home. We saw they were relaxed in the company of staff and there was a warm rapport.

To support up to three people being accommodated at the home at any one time we saw there was sufficient staff in place. We saw from the duty rota that staff numbers were consistently in place to provide safe care.

We looked at how staff were recruited and the processes to ensure staff were suitable to work with vulnerable people. We saw checks had been made so that staff employed were 'fit' to work with vulnerable people.

We found the home were good at managing risks so that people could be as independent as possible. Both of the people living at the home at the time of our inspection were supported to attend Arden College. One of the people had been assessed as requiring one to one support to minimise assessed risks and promote as much independence as possible. We spoke with relatives of people being supported who told us staff managed people's care needs well and this included ensuring their safety.

We saw there were good systems in place to monitor medication safety and that staff were trained to help ensure their competency so that people received their medicines safely.

The staff we spoke with clearly described how they would recognise abuse and the action they would take to ensure actual or potential harm was reported. Training records confirmed staff had undertaken safeguarding training. All of the staff we spoke with were clear about the need to report any concerns they had.

Arrangements were in place for checking the environment to ensure it was safe. For example, health and safety audits were completed on a regular basis where obvious hazards were identified. The home was undergoing planned development / maintenance at the time of the inspection and we saw this had been assessed and planned well so that people were living in a comfortable environment.

We observed staff interacting with the people they supported. We saw how staff communicated and supported people as individuals. Staff were able to explain in detail each person's care needs and how they communicated these needs. People we spoke with and their relatives were aware that staff had the skills and approach needed to ensure people were receiving the right care. The comments we received evidenced people received effective support.

We saw that the home was working within the legal framework of the Mental Capacity Act (2005) [MCA]. This is legislation to protect and empower people who may not be able to make their own decisions.

There was one person who was being supported on a Deprivation of Liberty [DoLS] authorisation. DoLS is part of the Mental Capacity Act (2005) and aims to ensure people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom unless it is in their best interests. We found the authorisation had recently been made and the appropriate referral to the Local Authority had been made and was being monitored by the manager of the home.

We were told that meal times were flexible. People being supported were encouraged to plan and prepare their own meals including shopping. We saw meal plans prepared with the support of staff. We also saw evidence that staff promoted healthy eating options and the collection of meal recipes we saw evidenced a wide variety of easy to prepare and cook meals.

We assessed whether people were treated with dignity, respect, kindness and compassion. We saw that there were various communication aids for people to use to show if they were distressed or unhappy. Relatives commented on the caring nature and philosophy in the home. We made observations when people returned from the day at college. The interactive skills displayed by the staff when engaged with people were warm and supportive and showed a personalised approach to help ensure people's wellbeing.

We found that care plans and records included people's preferences and reflected their identified needs from admission and during their stay. There was good evidence that care plans had been discussed with people on a regular basis so they felt involved in their care. One person said, "I like the team I'm in. I do cooking and like it here."

Social activities were organised. These were both community activities and also some individualised activities and outings. The main focus of the day was centred on each person's learning plan and attendance at Arden College.

Well-developed processes were in place to seek the views of people living at the home and their families. Managers were able to evidence a series of quality assurance processes and audits carried out. These were comprehensive and helped ensure standards of care were maintained consistently as well as providing feedback for ongoing development of the service.

You can ask your care service for the full report, or find it on our website at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning **03000 616161**