

The Leaving Care Company Limited

Leaving Care South

Inspection report

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Avon
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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?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

Leaving Care South provides care and support to young people who are leaving the care system and transitioning in to independent living arrangements. Staff offer support with life skills such as budgeting, home skills and managing behaviour. Not everyone who used the service received personal care. CQC 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. At the time of our inspection there was one person receiving support with personal care.

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

The young person being supported declined to speak with us as part of the inspection. However, from speaking with staff it was clear they understood the person well and knew their needs. There is clear documentation in place describing the young person's needs and how staff were supporting them.

Staff received good training and support to help them carry out their roles effectively. Staff received regular supervision and an annual appraisal to help identify and act upon training and development needs.

The service was well led and there were systems in place to monitor the quality of the service provided. 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.

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

This service was registered with us on 10/10/2018 and this is the first inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-Led findings below.

Good ●

Leaving Care South

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 carried out by one inspector.

Service and service type

This service provides personal care to people living in their own homes.

The service had a manager who was in the process of registering 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.

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

What we did before the inspection

The provider was not asked to complete 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 reviewed all information we held about the service, including notifications. Notifications are information about particular events the service is required to tell us about by law.

During the inspection-

The young person being supported declined to speak with us. We spoke with the divisional manager who was in the process of becoming registered with the Care Quality Commission, the area manager and received email feedback from two care staff. We reviewed care records for the young person being supported, we reviewed staff records and quality assurance documentation.

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Staff were trained in safeguarding and were confident about identifying and reporting any signs of abuse. One member of staff told us 'I am familiar with signs of abuse. I am aware of policy and procedures for reporting signs of abuse such as company's policies and procedures.'
- There were whistleblowing procedures in place for staff to be able to report concerns within the workplace. There was a dedicated whistleblowing phoneline for staff to use if they wished.

Assessing risk, safety monitoring and management

- Individual risk assessments were in place. They were clear and comprehensive and fully described how staff should manage risks associated with a person's support needs.
- For example, the risks relating to the person's mental health needs were described and the measures in place to manage them.
- Managers told us how their company policy was not to use restraint in relation to any kind of behaviour. They told us the safest and most effective way of responding to behaviour that challenged was for staff to remove themselves from the situation.

Staffing and recruitment

- Managers told us they were fully staffed at the present time and able to meet the needs of people they supported. For the young person receiving support with personal care, there was a team of staff in place providing consistency and continuity of care.
- Managers told us they were currently recruiting bank staff, which would provide further support and cover in the event of unplanned staff absences.

Using medicines safely

- Staff were trained to administer medicines safely and their competency was checked.
- People were involved in discussions about how they would like their medicines to be managed. For example, by making choices about how and where their medicines should be kept.
- Managers told us people's independence was encouraged and they were involved in checking medicines when they arrived from the pharmacy.

Preventing and controlling infection

- People using the service had their own tenancies and responsibility for maintaining their homes. However, staff support could be provided in relation to cleaning if this was an assessed need,

Learning lessons when things go wrong

- Incidents were recorded and monitored so that there was opportunity to reflect and consider any action required in response to the concern.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were fully assessed prior to beginning to use the service. This included discussing the person's goals and aspirations, so that they could be supported to move on to independent living arrangements.

Staff support: induction, training, skills and experience

- Staff received good support to enable them to carry out their roles effectively. This included topics relevant to the needs of people being supported, such as behaviour management techniques, medication and health and safety.
- There was a training matrix in place to keep an overview of staff training and development.
- Staff received an annual review to look at their performance over the year and identify areas to work on over the coming 12 months.
- Staff received supervision on a regular basis so that any work related issues could be discussed.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support.

- Staff worked with other professionals involved in the young person's care to ensure their support package met their needs. This included the local authority and health professionals such as psychiatrists.
- The young person was being supported to eat healthily and make healthy choices. Suggestions had been discussed with the person about healthcare professionals that could support them to stay healthy.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA.

When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA.

- It was clear from the young person's records that their capacity had been considered when making significant decisions.
- Managers and staff understood the principles of the Act and how these should be applied to the care and support of young people using the service.
- The young person had signed a consent form in relation to the care and support they received.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- The young person being supported chose not to provide feedback to us. However, through conversations with staff it was clear that the person was valued as an individual and that staff wanted to offer the young person good care and support.
- A member of staff told us, 'I feel staff's person centred support meeting the young person's needs works well'.

Supporting people to express their views and be involved in making decisions about their care

- Staff understood the young person's needs well and worked with them to record their goals and aspirations and how they would be achieved.

Respecting and promoting people's privacy, dignity and independence

- Promoting independence was a key part of the service and it was the aim for young people using the service to progress in to independent living arrangements.
- The young person was being supported towards gaining qualifications to support them in becoming independent in the future.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- The young person being supported received care that was personalised to their particular needs.
- The person's care documentation contained information that gave a clear overall picture of the person's needs and preferences. This included information about their life prior to receiving support.
- Staff spoke to us clearly about how they supported the young person with their emotions and managing behaviour associated with the mental health needs. There were strategies in place and from the feedback we received, it was evident these were working well.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- There were no particular communication needs for the young person being supported.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- Staff were working with the young person to manage important relationships in their life. Staff recognised the importance of listening to the young person's views and supporting them in their decision.

Improving care quality in response to complaints or concerns

- There had been no formal complaints made to the service. Though there was a complaints procedure in place for people to follow should they need to use it.
- The service kept a record of compliments and we saw one professional had written, "In my opinion, for the first time in (name of young person)'s life, he has a group of people around him who are completely committed to getting the best outcomes for him".

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. 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

- The service was person centred in nature and planned around people's individual needs.
- The service empowered young people leaving care, to achieve greater independence.
- There were systems in place to support staff wellbeing. For example, staff had access to an app which enabled them to access counselling.
- There was also an alarm system in place to support staff when lone working.

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

- There was a clear management structure in place. The divisional manager was in the process of registering with the Care Quality Commission. There was also an area manager in place alongside senior staff local to the person being supported.
- The manager understood the requirements of their role, for example by making notifications when necessary.
- There were systems in place to monitor the service provided.
- Senior staff visited the service regularly so they kept in close contact with the young person being supported.
- Audits were carried out to help identify any areas for improvement and this was used to create an action plan for the service. There was a system to track when these actions had been completed.

Working in partnership with others

- Staff worked with other professionals when required to ensure young people received a good service and their needs were met.