

Creative Support and Consultancy Limited

21a Victoria Road

Inspection summary

CQC carried out an inspection of this care service on 10 May 2016. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

21a Victoria Road provides accommodation and personal care for up to five people. It is a service for people with a learning disability and/or autistic spectrum disorder.

There were four people living in the service when we inspected on 10 May 2016. This was an unannounced inspection.

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.

We found a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. You can see what action we told the provider to take at the back of the full version of the report.

There were not always procedures and processes in place to ensure the safety of the people who used the service. The fire risk assessment did not highlight all of the risks associated in the event of a fire and the action to be taken to reduce these risks. The hot water temperatures had been above the recommended temperature and no action had been taken to address this.

There were appropriate arrangements in place to ensure people's medicines were obtained and stored safely. However, guidance for staff on how and when to administer 'as and when required' medicines was not always in place. The recording of when medicines were taken was not always clear.

There had been a lack of oversight of the service by the provider to ensure the service delivered was safe. Although the provider had quality assurance systems in place, these had not been effective in allowing the management team to identify concerns and take the required action.

Procedures were in place which safeguarded people who used the service from the potential risk of abuse. Staff understood the various types of abuse and knew who to report any concerns to. Staff were trained and supported to meet the needs of the people who used the service. There were sufficient numbers of staff to meet people's needs. Recruitment processes checked the suitability of staff to work in the service.

People were supported in accordance with the requirements of the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS). People's nutritional needs were met. People were supported to see, when needed, health and social care professionals to make sure they received appropriate care and treatment.

People were treated with kindness by the staff. Staff knew people well and had good relationships with people who used the service. Staff respected people's privacy and dignity and interacted with people in a caring, respectful and professional manner.

People were provided with personalised care and support which was planned to meet their individual needs. People were encouraged to pursue their interests and to maintain links within the community. People were involved in making decisions about their care and support.

A complaints procedure was in place. People's comments, concerns and complaints were listened to and addressed in a timely manner.

Staff understood their roles and responsibilities in providing good quality care to the people who used the service. There was an open and transparent culture in the service.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161