

Creative Support and Consultancy Limited

# St Albans House

## Inspection summary

CQC carried out an inspection of this care service on 15 June 2016. This is a summary of what we found.

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 ●

The inspection took place on 15th June 2016 and was unannounced. St Albans House is a two storey house situated in a residential area close to the sea. The service is registered to provide accommodation for up to five people who require personal care. The home provides support to people who have learning difficulties and may have mental health needs. At the time of this inspection there were five people using the service.

The service had a registered manager. 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.

Staff had a thorough understanding of the processes for keeping people safe, and had undertaken and regularly refreshed their training on safeguarding vulnerable adults. There were very detailed risk specific risk assessments in place, which identified the risk, the potential outcomes and the actions which needed to be taken to minimise the risk as far as practicable. There were safe recruitment processes in use in the service, with all appropriate checks being carried out prior to staff commencing work.

There were sufficient staff deployed, to not only meet people's needs safely but also to ensure people were able to participate in activities which they enjoyed and which enriched their lives.

Medicines were managed safely and the service was very clean. The service was nicely decorated. People who lived at the service chose the colours for all areas of the home. The equipment was of good quality and there was a programme of monitoring and replacement for all aspects of the home.

All staff had received a comprehensive induction and received regular refresher training to ensure they had up to date knowledge. Staff told us the training was interesting and effective.

Staff had completed training on the Mental Capacity Act (MCA) 2005 and understood their responsibilities. The Mental Capacity Act 2005 legislation provides a legal framework that sets out how to support people who do not have capacity to make a specific decision. Where people lacked the capacity to consent to their care, legal requirements had been followed by staff when decisions were made on their behalf.

People were supported by staff who supported them to make day to day decisions. The service was meeting the requirements of the Deprivation of Liberty Safeguards (DoLS). Appropriate mental capacity assessments and best interest decisions had been undertaken by relevant professionals. This ensured that the decision was taken in accordance with the Mental Capacity Act (MCA) 2005, DoLS and associated Codes of Practice. The Act, Safeguards and Codes of Practice are in place to protect the rights of adults by ensuring that if there is a need for restrictions on their freedom and liberty these are assessed and decided by appropriately trained professionals. Three people at the service were subject to the Deprivation of Liberty Safeguards (DoLS). Staff had been trained and had a good understanding of the requirements of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards.

People had access to nutritious and healthy meals and drinks. People who lived at the service were able to choose the meals which would be served as part of their inclusion in the running of the home.

We saw staff were kind, caring and very considerate. Staff treated people with dignity and respect and there was an obvious fondness between staff and people who used the services.

Care plans were very detailed and person centred. There was evidence throughout of people's likes, dislikes and preferences.

The registered manager was very visible in the service and was clearly a very regular presence in the home. The service's ethos was that of delivering high quality services which improved the levels of independence and confidence of the people who lived there.

There were robust policies and procedures in place, which incorporated the organisation's vision and values. There was regular monitoring and auditing of all aspects of the service to ensure any issues were picked up. Where there had been any issues highlighted there were clear records of the actions which had been taken in response and the outcome. The provider had systems in place to check the quality of the service and take the views and concerns of people and their relatives into account to make improvements to 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