

Expect Ltd

# Expect Limited - 6 Belvidere Park

## Inspection report

6 Belvidere Park  
Crosby  
Merseyside  
L23 0SP

Tel: 01512840023

Date of inspection visit:  
21 February 2017

Date of publication:  
20 March 2017

## 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

Belvidere Park is a residential care home for up to three people living with mental health and learning disabilities. The property is a large detached property, situated in the residential area of Crosby and is located close to public transport links, leisure and shopping facilities. There are bedrooms and bathrooms on the ground and first floor. The first floor can be accessed via a stair lift.

At the last inspection, the service was rated Good. At this inspection we found the service remained good.

The registered manager had systems in place to record accidents and incidents and take appropriate action when required. Recruitment checks were carried out to ensure people were suitable to work with vulnerable people at the home. We saw there were enough staff on duty to meet people's needs.

People are supported to have maximum choice and control of their lives and staff support them in the least restrictive way possible; the policies and systems in the service support this practice.

The registered manager understood the requirements of the Mental Capacity Act 2005 (MCA) and the Deprivation of Liberty Safeguards (DoLS). This meant they were working within the law to support people who may lack capacity to make their own decisions.

Risk assessments had been developed to minimise the potential risk of harm to people who lived in the home. These were reviewed on a regular basis.

Person centred plans were in place detailing how people wished to be supported, as well as action plans detailing people's hope and aspirations and their progress in achieving them.

Staff responsible for assisting people with their medicines had received medicines training to ensure they were competent and skilled to do so.

People regularly received snacks and drinks between meals to ensure they received adequate nutrition and hydration. Meals were with people's preferences in mind.

We found people had access to healthcare professionals and their healthcare needs were met.

People who lived at the home participated in a range of activities, both with one another or individually with a staff member. People were supported to access their local community on a daily basis, when possible.

People who used the service knew how they could make a complaint. The complaints procedure was displayed in the home.

The registered manager used a variety of methods to assess and monitor the quality of the service provided

at Belvidere Park. These included regular audits of the service and 'staff and residents' meetings to seek the views of people about the quality of care.

The service met all relevant fundamental standards.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

<b>Is the service safe?</b> The service remains Good	<b>Good</b> ●
<b>Is the service effective?</b> The service remains Good	<b>Good</b> ●
<b>Is the service caring?</b> The service remains Good	<b>Good</b> ●
<b>Is the service responsive?</b> The service remains Good	<b>Good</b> ●
<b>Is the service well-led?</b> The service remains Good	<b>Good</b> ●

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## **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 checked 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. This was a comprehensive or focused inspection.

This inspection took place on 21 February and was announced. The provider was given 48 hours' notice because the location was a small care home for adults who are often out during the day; we needed to be sure that someone would be in.

The inspection team consisted of two adult social care inspectors.

Before our inspection we viewed the information we held on Belvidere Park. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people who lived at the home. We also reviewed the Provider Information Record (PIR) we received prior to our inspection. This is a form that asks the provider to give some key information about the service, what the service does well and any improvements they plan to make. This provided us with information and numerical data about the operation of the service.

We spoke with a number of people including two people who lived at the home and two staff members. In addition we also spoke with the registered manager.

We looked at the care records of three people who lived at the home, two staff files including staff training and recruitment records and records relating to the management of the service.

## Is the service safe?

### Our findings

We found that people were being protected from the risk of abuse or harm because staff knew people well and were vigilant in monitoring risk.

Staff had been trained in adult safeguarding and knew what action to take if they suspected abuse or neglect. Each of the staff we spoke with were clear about their responsibilities to report concerns.

Risk assessments had been completed to monitor people's health and to keep them safe when inside the home or when out in the community. These assessments were reviewed regularly to help ensure any change in people's needs was reassessed so they received the appropriate care and support.

Staff were recruited safely as the provider had a robust recruitment process. We found copies of application forms and references. Staff had been subject to a Disclosure and Barring (DBS) check, to ensure they were entitled to work in the UK and police checks had been carried out. We found they had all received a clear Disclosure and Barring (DBS) check. This meant that staff had been appropriately recruited to ensure they were suitable to work with vulnerable adults.

Sufficient numbers of staff were on duty to meet the needs of people using the service and enable them to access the community. The majority of the staff team had worked at Belvidere Road for some time. This meant that people were supported by staff who knew their care and support needs.

Medicines were administered and stored safely at the home by trained staff and in accordance with best practice guidance for care homes. We checked the storage, administration and record-keeping for medicines and found that stock levels were correct and records were completed correctly.

All other safety checks in the home had been completed on a regular basis as required.

We found the home to be clean and tidy. Cleaning rotas were in place to help ensure good levels of cleanliness were maintained in the home.

## Is the service effective?

### Our findings

Staff completed training courses in subjects relevant to the needs of people living at Belvidere Park. This training was refreshed on an annual basis. A system was in place to ensure staff were informed when training courses needed to be completed.

Staff had worked at the home for some time and understood people's needs and wishes. They told us they were able to recognise signs of people becoming unwell and how to respond. They also knew people's likes and dislikes and supported people to attend their preferred activities.

People who lived at Belvidere Park were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems we viewed in the service supported this practice.

People were able to consent to their care and support from staff and choose daily activities. They were able to communicate their decision in ways staff understood. Staff knew people well and recognised behaviours and body language as some people's forms of communication.

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 MCA. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). The registered manager had submitted DoLS applications to the local authority for some people who lived at the home. The process was on-going.

People were supported to eat and drink and maintain a healthy diet, in accordance with their wishes and preferences. As the service was small the staff took a personalised approach to meal provision. Care records contained people's likes and dislikes and indicated any dietary needs. Staff knowledge of people's preferences led them to offer a choice of favourite meals and snacks.

People were supported to maintain good health. Information recorded in their care records showed they attended healthcare appointments. People's health care information was well documented and 'health passports' had been completed for use when people were admitted to hospital. The health passports detailed people's support and communication needs to assist hospital staff in supporting them to provide the appropriate care and treatment.

We looked at the building and found it was appropriate for the needs of the people in the home. Bedrooms situated on the ground floor and a chair lift gave people access around the home. Two lounges gave people choice where to spend their time.

## Is the service caring?

### Our findings

We observed that people who lived at the home and staff were relaxed with one another. Two people we spoke with told us that staff were 'lovely', 'kind' and 'caring' and always tried to do different things to make their experience at Belvidere Park happy and enjoyable. For example, one person told us that the staff were her 'favourite thing' about the home and they were 'all lovely and very helpful'. Another person said it was like 'a family'. They told us, "Coming to live at Belvidere Park is the best thing I have ever done." Other comments included, "All staff always go out of their way to offer the support I need" and I feel listened to by all staff and [name] registered manager.

Staff we spoke with told us people in the home did activities together but were also encouraged and supported to be as independent as possible. For example one person told us they were able to make drinks or get their own breakfast, as well as, "doing a bit of cleaning and tidying up around the home." Staff had supported them to go out for short periods of time. An action plan had been completed to ensure the person was safe to do so and was familiar with the area. The person told us they had a mobile phone and would ring staff if they needed help.

Feedback we received also suggested that people were happy and satisfied with the level of care which was being delivered. One person told us that their favourite thing about Belvidere Park was the staff and the fact that she felt that she was always treated with dignity and respect. We saw evidence of this; staff were courteous and polite. They were discreet when asking to support people with personal care.

We spoke with the registered manager about access to advocacy services should people need their guidance and support. The registered manager knew when people would need this support and how this could be accessed. This ensured people's interests would be represented by an independent service.

## Is the service responsive?

### Our findings

We looked at the support plans for the three people who lived the home. People's needs had been assessed and identified with the support they required. The focus in the plans was for people to be independent and the support to enable them to do so. Reviews of the support plans were carried out each month to ensure the documents accurately reflected people's needs. Each individual had a person centred plan recorded people's hope and aspirations and set goals for their completion where possible.

We found evidence that people had been involved in developing their person centred plan. Pictures were used instead of words to assist people to make their choices.

The staffing hours provided enabled the support to be person centred (individualised). People who lived at the home participated in a range of activities, both with one another or individually with a staff member. People were supported to access their local community on a daily basis, when possible.

People who used the service knew how they could make a complaint. They told us that if they had any issues they would feel happy and comfortable speaking to staff as they felt 'listened to' and 'cared for'. The complaints procedure was displayed in the hallway of the home. The registered manager could not recall when the last formal complaint was received by the service, but was clear about what action would be required.

Meetings were held each month for staff and people in the home to talk about any problems or issues, make any changes or organise any trips out or holidays.

People went out most days with staff support. The locality of the home meant that a range of shops, cafes and pubs were within walking distance. For trips in to Liverpool or a shopping centre staff arranged for people to travel by taxi. People who lived in the home told us they enjoyed going out for lunch. Holidays were arranged each year. Everyone told us how much they enjoyed going away.

## Is the service well-led?

### Our findings

There was a registered manager employed at Belvidere Park. They were clearly aware of the day to day issues within the service. 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 we spoke with felt the registered manager provided good support to them and 'was always available'. Whilst not always being present each day at Belvidere Park staff said they could always 'get hold of them' when they needed to.

The service promoted a person centred environment. The needs and wishes of the people who lived in the home were paramount. Staff we spoke with told us they 'loved working at Belvidere Park'. Most of the staff team and the registered manager had worked there for some time. They spoke with enthusiasm about the people that they supported. Each of the staff was positive about the support offered by the service.

Staff and 'resident' meetings were held each month. We confirmed this by looking at minutes taken of the meetings. In addition surveys were carried out annually by the provider. Whilst people's responses were analysed the provider published feedback of the different sections of their service, for example residential homes, community service and day services. This means that they cannot determine the feedback that specifically relates to Belvidere Park.

The registered manager and the provider had auditing systems in place to assess the quality and safety of the service and people's well being. We found regular audits were completed by the registered manager and a senior manager of Expect Limited (the provider). These included medication, the environment, care records and accidents and incidents. We saw from the 2017 annual audit completed by the senior manager that the registered manager had acted quickly to resolve the issues found in the audit.

The service worked in partnership with other organisations to make sure they were following current practice, providing a quality service for the people they supported. These included social services, healthcare professionals, including General Practitioners, psychiatrists and community nurses.