

SM Voice Advocacy Limited

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Inspection summary

CQC carried out an inspection of this care service on 10 April 2018 and 11 April 2018. 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?	Outstanding ☆
Is the service well-led?	Good ●

The service provides care and support to people living in supported living settings, so they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living. This inspection looked at people's personal care and support.

The service has been developed and designed in line with values that underpin the Registering the Right Support and other best guidance. These values include choice, promotion of independence and inclusion. People with learning disabilities and autism using the service can lead as ordinary life as any citizen.

This comprehensive inspection took place on 10 and 11 April 2018 and was carried out by one inspector. The inspection was announced, which meant the provider and staff knew we would be visiting. We announced the inspection to ensure that people we needed to speak with would be available.

At the time of inspection the service was supporting three people, at two separate addresses. Two of the people were being supported to live with the experience of a learning disability and other associated health needs.

The service had a registered manager in place at the time of our inspection. 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.

People experienced outstanding care that was extremely flexible and responsive to their individual needs and preferences, from a dedicated staff team who consistently went above and beyond what was expected of them. The personalised care provided consistently achieved exceptional outcomes for people, enriching the quality of their lives and improving their physical and mental wellbeing.

People were fully involved in their care and support and lead active and fulfilling lives. Staff were totally committed to supporting people to achieve their hopes and dreams.

The service worked closely with healthcare professionals to provide outstanding end of life care and support, which ensured people experienced a comfortable, dignified and pain-free death, whilst ensuring their wishes were acknowledged and respected.

People were kept safe from harm by staff who knew what to do in order to maintain their safety. The registered manager supported people to understand what keeping safe means, and how to raise any concerns they may have. Staff promoted people's independence by discussing any risks to their safety with them and how these could be managed safely. Risks to people were assessed and action was taken to minimise any avoidable harm. Medicines were managed safely and administered as prescribed, in accordance with current and relevant professional guidance.

The provider operated thorough recruitment procedures to ensure staff were safe to work with people living with a learning disability or mental health needs. Risk assessments detailed the number of staff required to support each person and there were always enough staff to provide care and support to meet people's needs safely.

Staff supported people to safely manage the control and prevention of infection by maintaining high standards of cleanliness and hygiene in their homes, particularly in relation to the safe preparation of food.

Staff raised concerns with regard to safety incidents, concerns and near misses, and reported them internally and externally, where required. The registered manager analysed incidents and accidents to identify trends and implement measures to prevent a further occurrence.

The provider had enabled staff to develop and maintain the necessary skills and knowledge to meet people's needs effectively. Where required, staff completed additional training to meet individuals' complex needs.

People were supported to eat and drink enough to meet their nutritional needs. Risks to people with complex needs whilst eating had been identified and were managed safely.

Staff supported people to maintain their health and ensured they were referred promptly to appropriate healthcare professionals whenever their needs changed.

The registered manager and staff clearly understood their responsibilities in relation to the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards. People were involved in making every day decisions and choices about how they wanted to live their lives and were supported by

staff in the least restrictive way possible. The service tenaciously supported people whilst engaging with other professionals, to ensure their human rights were recognised and protected.

People experienced good continuity and consistency of care from staff who were kind and compassionate. People were relaxed and comfortable in the presence of staff who invested time to develop meaningful relationships with them.

People's independence was promoted by staff who encouraged them to do as much for themselves as possible. Staff treated people with dignity and respect and were sensitive to their needs regarding equality, diversity and their human rights.

The service was responsive and involved people in developing their support plans which were detailed and personalised to ensure their individual preferences were known. People were supported to complete stimulating activities of their choice, which had a positive impact on their well-being.

People were supported by staff to maintain special relationships with friends and relatives to ensure people did not feel lonely and were protected from the risks associated with social isolation.

Arrangements were in place to obtain the views of people and their relatives and a complaints procedure was available for people and their relatives to use if they had the need.

The service was well managed and well-led by the registered manager who provided clear and direct leadership, which inspired staff to provide good quality care. The registered manager was passionate about providing people with the right support, that enabled them to grow and develop. The registered manager had developed an open and inclusive service. They had a clear vision and set of values based on social inclusion that the staff fully understood and delivered in practice. Staff felt listened to, supported and involved in the development of the service.

The safety and quality of support people received was effectively monitored and identified shortfalls were acted upon to drive continuous improvement of 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