

Pathway Care Solutions Limited

Little Acre - The Annex

Inspection summary

CQC carried out an inspection of this care service on 19 October 2017. 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?	Requires Improvement 
Is the service well-led?	Requires Improvement 

We carried out an unannounced inspection of the service on 19 October 2017. Little Acre – The Annex is a small home which provides residential care for up to three people who have a learning disability and complex needs. On the day of our inspection three people were using the service.

At the last inspection, in September 2015, the service was rated Good. During this inspection we found concerns in relation to the safety of the service. This resulted in us finding a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was in relation to staffing. You can see what action we told the provider to take at the back of the report.

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.

During our inspection we found that the service was not consistently safe. There were not always enough staff to meet people's needs and ensure their safety and this placed people at risk of harm. The provider was aware of this and had had been proactive in trying to increase staffing levels. However, this remained a concern at the time of our inspection visit. Risks associated with people's care and support were assessed. However, these were not always effectively managed

due to challenges with staffing levels.

People received their medicines as prescribed. Some improvements were required to ensure that medicines were safely managed. There were systems and processes in place to minimise the risk of abuse and safe recruitment practices were followed.

People were supported by staff who received training, supervision and support and staff had specialist training to enable them to meet people's complex health needs. People were enabled to make decisions and where they lacked capacity to make a certain decision, they were protected under the Mental Capacity Act 2005. People's nutritional needs were met and risks associated with eating and drinking were managed. People's health needs were monitored and responded to and this had a positive impact on their physical wellbeing.

Staff knew people well and were kind and caring in their approach. Staff understood how people communicated and when possible people were involved in making choices relating to their care. People had access to advocacy services if they required support to express themselves. People's diverse needs were recognised and accommodated and their rights to privacy and dignity were valued and respected.

People received care and support which met their needs and respected their preferences. Staff practice was not always consistent with guidance in support plans and improvements were required to ensure that staff had access to accurate information. People were provided with opportunities for social activity at home and within the community. However the quality of activities was limited by staffing levels. There were processes in place to deal with complaints. We found that complaints had been recorded and responded to in accordance with the provider's policy.

The service was not consistently well led. There were systems in place to monitor and improve the quality and safety of the service. However, these were not always effective in identifying and addressing areas of concern and this resulted in action not being taken to address issues. We made a recommendation that improvements should be made in this area. People who used the service and their families were offered opportunities to provide feedback on the service and this was used to drive improvement. Staff felt supported and were involved in giving their views on how the service was run.

Further information is in the detailed findings below.

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