

Homestead Homes Limited

The Homestead

Inspection summary

CQC carried out an inspection of this care service on 21 and 23 October 2015. 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	●

We carried out an unannounced comprehensive inspection on 21 and 23 October 2015.

The Homestead provides care and accommodation for up to 24 people. The house is a large detached property situated in a residential area of Exmouth, Devon. On the first day of the inspection there were 20 people staying at the service.

We undertook an inspection in July 2014 and found the service was compliant in the outcomes inspected.

Prior to the inspection we received three concerns relating to the management of the service, staff recruitment and staff levels. As a result of the concerns we brought the planned inspection forward and made the decision to visit the service unannounced early in the morning. These concerns were not substantiated at this inspection.

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. Everyone was positive about the registered manager and felt they were approachable and caring. The registered manager and the deputy manager were very visible at the service and undertook an active role. They were very committed to providing a good service for people in their care and demonstrated a strong supportive approach to staff.

People were supported by staff who had the required recruitment checks in place. Staff had shadowed senior staff at all times while waiting for all employment checks to be completed. Staff received a full induction and were knowledgeable about the signs of abuse and how to report concerns. The majority of care staff had undertaken recognised national qualifications in health

and social care. Staff had the skills and knowledge to meet people's needs. There were adequate staffing levels to meet people's needs.

The registered manager and staff demonstrated an understanding of their responsibilities in relation to the Mental Capacity Act (MCA) 2005. Where people lacked capacity, mental capacity assessments had been completed and best interest decisions made in line with the MCA.

People were supported to eat and drink enough and maintained a balanced diet. Following concerns about the food the provider had been working closely with people and staff to provide a menu that all people at the service would be happy with. Staff relationships with people were strong, caring and supportive. Staff were motivated and inspired to offer care that was kind and compassionate.

Care files were personalised to reflect people's personal preferences. Their views and suggestions were taken into account to improve the service. Health and social care professionals were regularly involved in people's care to ensure they received the care and treatment which was right for them.

Staff supported people to follow their interests and take part in social activities. A designated activity person was employed by the provider and implemented an activity programme at the service.

The provider had a quality monitoring system at the service. The provider actively sought the views of people, their relatives and staff. There was a complaints procedure in place and the registered manager had responded to a concern appropriately. The premises and equipment were managed to keep people safe.

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