

Nexus Programme Limited

# The Hall

## Inspection summary

CQC carried out an inspection of this care service on 08 May 2019. This is a summary of what we found.

**Overall rating for this service**

**Good** ●

Is the service safe?

**Good** ●

Is the service effective?

**Requires Improvement** ●

Is the service caring?

**Good** ●

Is the service responsive?

**Good** ●

Is the service well-led?

**Good** ●

### About the service:

The Hall is a residential care home providing accommodation and personal care for up to 10 people who may have a learning disability or autistic spectrum disorder. At the time of the inspection there were no vacancies.

The service had been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. This ensured that people could live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence.

Following the last inspection, we asked the provider to complete an action plan to show what they would do and by when to improve the key question(s) of Safe, Effective and Well led to at least good. At this inspection we found that staff recruitment checks had been strengthened, New staff now received a good level of induction. A staff appraisal system had been developed. Surveys were sent out to stakeholders to obtain feedback about the service, and this information was used for service development. The provider had implemented a more robust system of quality audits, this gave them greater oversight and assurance of about what was happening in the service.

For more details, please read the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

People's experience of using the service:

At this inspection we identified that whilst staff had the right knowledge and skills to provide people with safe care and support, the training matrix recording staff training had not been kept updated to provide a live and accurate picture of completed staff training, this was an area for improvement.

People told us they liked living at the service and happy with the support they received. There was a friendly atmosphere and people were relaxed in the company of staff and actively sought them out. Staff were respectful and kind in their interactions with people.

Staff understood their responsibilities to safeguard and protect people from abuse. Risks to people were assessed and steps taken to reduce the likelihood of harm occurring. Accidents and incidents were appropriately responded to and reported on by staff and learning from these informed updates to care and support information to minimise recurrence.

People lived in a safe well-maintained environment, daily and weekly health and safety checks were conducted by staff and servicing of equipment helped maintain a safe environment for people.

People were consulted about their care and support needs and were enabled to develop preferred activities and interests

There were enough staff to meet people's needs. A safe system of recruitment was in place for new staff.

Peoples medicines were managed safely and they received appropriate healthcare support when needed.

Peoples consent had been obtained and they and their relatives were consulted and informed about the care provided. Relatives said they felt able to approach the registered provider and manager with any concerns and people were empowered to use the complaints process and felt listened to.

Rating at last inspection:

Requires Improvement (the inspection report was published on 3 May 2018) At this inspection in May 2019 the overall rating of the service has improved to 'good in four domains.

Why we inspected:

This was a planned inspection based on the rating we gave the service at the last inspection in February 2018.

Follow up:

We will continue to monitor intelligence we receive about the service until we return to visit in line with our re-inspection programme. If any concerning information is received, we may inspect sooner.

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**