

Cambian Asperger Syndrome Services Limited

Cambian Asperger

Syndrome Services Limited

- 30 Milton Road

Inspection report

30 Milton Road
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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

About the service

30 Milton Road is a care home registered to provide accommodation and personal care for up to eight people diagnosed with autistic spectrum disorders and learning disabilities. At the time of this inspection there were eight people living at the home.

30 Milton Road had not originally been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. This was because the service was registered for eight people and the current guidance implemented in 2017 reflects that smaller numbers of people living together have much better experiences and achieve better outcomes. However, the registered manager and staff demonstrated they understood the values that underpin Registering the Right Support. This ensures that people who use the service can 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. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive of them.

People's experience of using the service and what we found

People told us they were happy and comfortable living at 30 Milton Road. They told us they liked the staff who knew them well and provided their support and care with kindness, patience, respect and dignity.

We received positive feedback from relatives about the kindness, compassion and professionalism of staff. Staff understood how to identify and report abuse and were well supported in their roles. Staff received regular supervision meetings and a variety of training courses to enable them to carry out their roles competently.

Risks to people's health, safety and well being were assessed and management plans put in place to ensure risks were reduced as much as possible.

People were supported by safely recruited staff and there were enough appropriately trained and experienced staff to support people in ways that suited them. Communication styles and methods were tailored to individual people and staff supported people to understand the choices available to them.

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

People were enabled to have choice and control of their lives and staff supported them in the least restrictive way possible.

The service applied the principles and values of Registering the Right Support and other best practice

guidance. These ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence.

The outcomes for people using the service reflected the principles and values of Registering the Right Support by promoting choice and control, independence and inclusion. People's support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

The service worked collaboratively and closely with health care professionals to ensure people received the best care and support at all times.

People's health care needs were met and staff supported them to see healthcare professionals when appropriate. Medicines were managed, stored and administered safely. People were supported to take their medicines safely by staff who had received the appropriate levels of training.

Staff were responsive to people's changing support needs and adapted care and support according to their health needs.

There was a clear complaints policy and relatives told us they knew how to make a complaint if the needed to and felt any concerns would be taken seriously and action taken straight away.

There was a clear management structure and people, relatives and staff spoke highly of the registered manager who ensured there was an open, supportive, friendly culture at the home.

There were robust quality assurance systems in place to drive improvement and ensure the home offered a safe, effective, caring and responsive service.

Rating at last inspection

The last rating for this service was good, (published December 2016).

Why we inspected

This was a planned inspection based on the previous rating.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Cambian Asperger Syndrome Services Limited- 30 Milton Road on our website at www.cqc.org.uk

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

Cambian Asperger Syndrome Services Limited - 30 Milton Road

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team

One adult social care inspector carried out the inspection.

Service and service type

30 Milton Road is a care home. People in care homes receive accommodation and nursing or personal care. CQC regulates both the premises and the care provided, and both were looked at during this inspection. This service did not provide nursing care.

The service had a manager registered with the Care Quality Commission. This means they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

The first day of this inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since our last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider

sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspections.

During the inspection

We spoke with five of the eight people who used the service and spent some time with them. We observed and listened to how staff interacted with people. During the visit we spoke with the registered manager, the head of care, and three members of staff. Immediately following the inspection, two people wrote to us to give their very positive views on living at Milton Road.

We observed how people were supported and, to establish the quality of care people received we looked at records related to people's care and support. This included two people's care plans, care delivery records and eight people's Medicine Administration Records (MARS). We also looked at records relating to the management of the service including: staffing rota's, staff recruitment, supervision and training records, premises maintenance records, quality assurance records, training and staff meeting minutes and a range of the providers policies and procedures.

After the inspection

Immediately following the inspection we spoke with four relatives and reviewed training schedules and action plans the provider had sent us.

Is the service safe?

Our findings

Safe- this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same, Good.

This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe living at 30 Milton Road. One relative told us, "The service makes [person] feel safe, cared for and empowered."
- Staff spoke knowledgeably about how to recognise the different types of abuse and knew how to report any concerns.
- There was a safeguarding and whistleblowing policy in place which gave staff clear guidance to follow in the event they needed to refer any concerns to the local authority.

Assessing risk, safety monitoring and management

- Risks to people and the service were managed so that people were protected and their wishes supported and respected.
- Risk assessments covered all relevant aspects of people's lives whilst reflecting their preferences and encouraging their opportunities to make decisions. Risk assessments gave clear guidance for staff on what may trigger anxiety or incidents for each person and how to safely de-escalate a situation.
- Staff were given the opportunity to take part in supportive debrief sessions should they have been involved in a specific incident where people and/or staff had become anxious and upset. One member of staff told us, "If there has been an incident, we all discuss it during team meetings, it has been very helpful."
- There were systems in place to ensure the premises were maintained safely. There were plans made for safe evacuation from the premises in an emergency situation such as a fire.
- Up to date service and maintenance certificates relating to electric, gas, fire, lifts and water systems were available. Legionella testing had been completed which showed the premises were free from legionella. Legionella are water borne bacteria that can be harmful to people's health.

Staffing and recruitment

- There were enough appropriately trained staff employed to support people. Recruitment practices were safe and the relevant checks had been completed on all staff.
- One member of staff told us, "There are generally enough staff on shift, but we are recruiting at the moment for night staff. We have got the best ever team now, it has been difficult at times but it's so good now."
- People were involved in the recruitment of staff if they wanted to be. Some people prepared questions for prospective members of staff to be asked at their interview.
- Staff rotas correctly reflected the levels of staff on duty during our inspection visit. Annual leave or staff

sickness was covered by existing staff. If this was not possible agency staff were used. Wherever possible the same agency staff would provide cover to ensure consistency of care for people living at the home.

Using medicines safely

- Medicines continued to be safely managed, stored and administered.
- Staff who administered medicines had received up to date medicine training and had their competency checked.
- There were clear protocols for administering PRN (as required) medicine and staff spoke knowledgeably about administering PRN medicines.
- People had known allergies recorded and there was a photograph of people on their Medication Administration Record (MAR) to help ensure medicines were administered to the correct person.
- Some people were being supported to manage their own medicines. This promoted people's independence.

Preventing and controlling infection

- Staff had access to personal protective equipment and wore it when appropriate.
- Staff had received training in infection control and food safety and understood how important it was to reduce the risk of cross contamination.
- The home and equipment was clean and well maintained. The service employed housekeeping staff to ensure all areas of the home were kept clean.

Learning lessons when things go wrong

- There was a clear procedure in place for reporting and recording accidents and incidents. All incidents were reviewed, analysed and monitored for any trends or patterns of behaviour, this ensured incidents were responded to appropriately and lessons shared and learned with staff.

Is the service effective?

Our findings

Effective- this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same, Good.

This meant people's outcomes were consistently good, and people's feedback confirmed this.

Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- Some people provided us with written feedback immediately following our inspection. For one of these people they told us how living at 30 Milton Road had made such a major positive change to their life.
- They explained how their self-confidence, independence and well-being had improved and how the staff and daily living at the service had benefitted them so greatly. They explained how they had gone from having 24 hour one to one care and support through to now only needing it during lessons. They are now able to travel independently and enjoy walking and cycling on their own which they now find relaxing. They told us, "Milton Road has been a great home for me as I always called it my home. The staff have been awesome."
- The service worked collaboratively and closely with external health care professionals and specialists.
- The registered manager and staff told us how they had worked tirelessly with local authority staff to ensure one person's care and support package could be changed to accommodate their specific needs. The resulting change for this person was hugely beneficial and ensured they could move forward with their life and look forward to the future with an improved sense of health and well-being.
- One person's written feedback stated, "In the last six months I have made measurable improvements in all aspects of my life, including my socialisation, mental health and general well-being. Cambian offer me 24/7 support which has enabled me to achieve things I wouldn't have thought possible a year ago...I am gradually trying to rebuild my life and regain my confidence, Cambian offers me the necessary tools to do so. The team here have been excellent at tailoring their approach to my specific needs."
- There were systems in place to monitor people's on-going health needs. Staff supported them to keep active and to maintain relationships and interests. A range of professionals were involved in assessing, planning, implementing and evaluating people's care and treatment to ensure people got the right healthcare. Records reflected this was the case for ongoing health issues and emerging issues.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- One relative told us, "Overall it's very good...they know [person] well." Another relative said, "The assessment process was very involved and thorough and they went through everything with us."
- People told us staff worked with them to encourage and support their independence. People felt fully involved in the management of their care and support and told us staff listened to them and ensured their choices were respected.
- Each person was assigned a key worker who spent time with and ensured all their health and care needs

were fully met.

- Care and support was planned and delivered in line with current legislation and good practice guidance. Assessments and care plans were comprehensive, detailed and reflected people's personal preferences and wishes.
- The registered manager recognised the size of the service did not always support all of the principles of Registering the Right Support. However, the provider and registered manager worked to apply strategies to ensure the service could meet most of the principles and values of Registering the Right Support and other best practice guidance. This ensured people who used the service lived their lives with control, choice, promotion of independence and inclusion to live as ordinary a life as any citizen.
- People were supported to be themselves and given access to information and support to live their lives as they chose. This included them being provided with support to consider all aspects of their gender, sexual orientation and disability.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met. No one living at the service was subject to any restrictions of their liberty.

- Staff had received training in The Mental Capacity Act 2005 and spoke knowledgeably regarding how it applied to the people they supported at the service. All the people living at Milton Road had capacity to give their consent.
- People told us and records showed people were involved in the writing of their care and support plans. This showed people had given their consent to how their care and support was delivered.

Staff support: induction, training, skills and experience

- Staff had the skills and knowledge they needed to perform their roles.
- Staff told us, they could access the training they needed and had found the training thorough and detailed. Training was relevant and specific to the needs of people living in the home and staff were able to use, and develop, their learning alongside colleagues. Some staff commented they would like specialised training and this had been requested but had not yet been delivered.
- Staff told us they were well supported by their colleagues and the management team and felt they all worked well together as a supportive team. One member of staff told us, "We are a good team, we are very strong and pull together. We are able to play to each other's strengths and weaknesses and know who works well with each other...I feel very well supported, definitely."
- Another member of staff said, "The practical training is a good standard. We are all about de-escalation and talking people down calmly and redirecting. Our strongest tool is our mouths...the training is delivered well and really interactive."
- The staff supervision process had recently been re designed and was used to develop and motivate staff, review their practice and check if staff wanted to progress further or develop specific skills or training related

to their interests.

- One member of staff told us, "The supervisions are all supportive...there is an open door policy and there is always someone I can go to for advice."

Supporting people to eat and drink enough to maintain a balanced diet

- People were fully involved in the planning, preparation and shopping for the meals for themselves and others living at the home. Meal times were relaxed and friendly with people choosing where and what they wanted to eat. People received home cooked meals that were chosen by everyone and planned to ensure they received healthy, nutritious food.
- The kitchen had recently been assessed by the local food standards. The kitchen and cooking equipment was clean and well maintained.

Adapting service, design, decoration to meet people's needs

- The environment reflected the homely, friendly atmosphere of the service. People had their own bedrooms which were highly personalised and decorated to their individual taste. Shared communal areas were bright and comfortable which helped provide a warm, friendly atmosphere.
- Shared toilets, bath and shower rooms were well maintained and clean.
- The registered manager told us about improvements that had been undertaken to the premises since the last inspection in 2016. These included; general decoration throughout and refurbishment of curtains and soft furnishings. People had been involved in choosing the choice of colour for their bedroom and purchasing items of furniture where needed.
- The home had adapted some areas with softer or specialised lighting to ensure people's wishes and preferences were accommodated.
- The home had a garden that people used and enjoyed which included a table tennis table, seating and tables so that people could choose to eat outside and enjoy the garden in the better weather.

Is the service caring?

Our findings

Caring - this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as Good. At this inspection this key question remained the same, Good.

This meant people were supported and treated with dignity and respect; and involved partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- There was a welcoming and friendly atmosphere at the home. Relatives commented on the caring nature of the staff team and told us they were always made to feel welcome.
- One relative told us, "We have been very impressed with everything... I have been given total support throughout and the communication has been very good... they have worked to support all of us not just [person] but us as a family as well, when certain events have a major impact on us all." Another said, "They provide a very safe, caring environment. I never feel worried, they provide the specialist level of care that is needed and provided well."
- Another parent told us, "The service has been exceptional, they are professional, caring, attentive and make regular contact with regular reports on a daily and weekly basis to let us know what is happening. It's very good communication all round."
- In their written feedback one person told us, "In the short time I have been here I have made so much personal progress and I am excited at the prospect of one day being fully independent. I feel I have made invaluable bonds and connections here and I have built a support system around me."
- People told us they liked and enjoyed spending time with the staff, who showed genuine warmth and concern for people's happiness and well-being. Staff told us they were very proud of what people had achieved and the major improvements that had been made by everyone living at Milton Road.
- One member of staff told us, "[Person's] independence is so much better. I can't believe how amazing he is. I totally love this job, it is so rewarding."
- Staff supported people with relationships that were important to them. Relatives told us they were always made to feel welcome and free to visit whenever they wanted. They told us they were kept fully involved in the care of their relative and found the staff team very approachable, friendly and professional.
- The service supported people to attend local events for LGBT+ if they wished to attend.

Supporting people to express their views and be involved in making decisions about their care

- People, family members, staff and health professionals were all involved in decisions regarding ongoing care and support. People were supported by staff to make choices affecting their daily care and support. People's views were listened to and acted upon and people were involved in writing their own care and support plans.
- Relatives told us they were kept well informed at all times and felt fully involved in people's care and support. One relative said, "We have found it bang up to date. I have a lot of telephone contact with the staff and I can always get hold of someone at any time of the day or night it has never been a problem."

- People had access to an independent advocacy service. This ensured people who needed an independent representative to speak on their behalf had access to this resource.
- People had been given the opportunity to share information that was important to them. This included information about their life history, important relationships, their likes, dislikes and preferences. Support plans took into account people's disabilities, age, gender, relationships, religion and cultural needs.
- People, relatives and staff told us communication was very good and they were kept well informed about daily events and any changes to people's health and needs. One member of staff said, "Communication here is fantastic. We have a dedicated handover record that covers everything, it's clear and the most valuable tool we have."
- People were offered encouragement and support by staff to make decisions they may find difficult. Staff respected people's choices and their rights to do what they wished.

Respecting and promoting people's privacy, dignity and independence

- Staff understood the importance in respecting people's rights to privacy and dignity and this was supported in care plans. Care plans also identified the skills people had and outlined what tasks they liked to do for themselves to maintain their independency. Staff told us they encouraged people to do tasks for themselves and provided support where and when it was needed.
- People were encouraged to set themselves achievable, realistic goals to work towards. For example, aiming to cook independently once a week or travelling independently into town or college.
- One person provided written feedback that said, "After having strategies in place I was independent in the local area. My independence then increased more to me being able to go out on the bus to Poole which I always enjoy doing. I felt I have come along so far being at Milton Road and have changed so much in myself and have become more confident."
- People were supported and encouraged by staff to respect themselves and other people and their belongings. People signed a house expectations contract which asked them to respect each other, respect staff, respect people's belongings and be nice and polite.
- Regular house meetings were held which enabled people to put forward their points of view and review and make 'House Rules' for people to respect. People knew the house rules provided conditions of living in the house and were happy to follow them.
- Personal information was kept secure and staff understood the importance of maintaining secure documents and care records to ensure people's confidentiality was maintained. People had locks on their bedroom doors and held their own keys to their bedrooms.
- Staff told us everyone was treated fairly and equally and with respect. The provider had an equality and diversity policy that staff were knowledgeable about.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same, Good.

This meant people's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- The service and staff demonstrated a strong person-centred approach which was reflected in the care and support people received. The service supported people to express their views so that staff and others understood their wishes, choices and preferences.
- The support people had received had impacted extremely positively on people's lives. Some people provided us with written feedback that explained how much their independence, self-confidence and general health and well-being had improved dramatically since living at 30 Milton Road. They told us they could not have achieved this without the support of the staff at the service.
- One parent told us, "Overall, Milton Road has been brilliant for [person]. . . their independent living skills have come on in leaps and bounds." A member of staff told us, "People flourish and benefit so much here, it's so important."
- People's care and support plans were regularly reviewed and supported staff to understand people's strengths and weaknesses. They ensured people received tailored, individual care and support that best suited their needs.
- Care and support plans focussed on promoting people's independence and supporting them to achieve their agreed goals as well as how they preferred their care and support to be given.
- People had opportunities to be occupied during the day with attending college, work experience and helping in the local community. Some people liked to lead active, busy lives and planned a variety of different leisure activities with staff.
- During our inspection the service had their first choir practice which people enthusiastically participated in and really enjoyed. Some people preferred quieter time; they made use of their bedrooms or quiet lounges where their privacy was respected. Staff and people spent time telling us about the trip to Bruges that the whole service had gone on during last summer. Both staff and people told us this had been one of the most important highlights of their year and explained how the trip had majorly improved their self-confidence. The trip enabled people to experience planning and arranging for the different methods of travel, supported them to learn how to use their own independent time effectively, supported positive risk taking and people learnt to share bedrooms with others for short periods of time. Staff had implemented a range of protocols to ensure people remained safe whilst on the trip, at the same time allowing them their independence. The trip had had lasting positive benefits for people and had enabled people to grow in confidence so they were now planning and preparing more trips away which was a major achievement for them.
- Staff communicated in ways that suited people. These ways of communicating effectively were described in care documents and shared with new staff and professionals appropriately. This meant the service

complied with the Accessible Information Standard (AIS). The AIS is a framework put in place in August 2016 making it a legal requirement for providers of NHS and publicly funded care to ensure people with a disability or sensory loss can access and understand information they are given.

- The provider had systems in place to ensure people received responsive care and support. For example sensors were in place to alert staff to people leaving and entering bedrooms.

Improving care quality in response to complaints or concerns

- The provider had a clear complaints policy and guidance leaflets were freely available around the home for people to refer to if they needed to complain. This ensured people were supported to make complaints and encouraged to put forward their views and concerns as necessary, which promoted an open, supportive culture.
- Complaints had been dealt with appropriately by the registered manager and used as an opportunity to improve the service. Any relevant learning was shared in team meetings and staff supervisions.
- One relative told us, "We have made one complaint, responsive action was taken, remedial training was put in place and we were fully informed of the action taken, all good."
- The service had received numerous compliment and thank you cards, comments included, "Thank you again for all the immense and amazing input and care you and your team provide here." And "We would like to thank you for all your hard work and support. We really appreciate what you do for [person]."

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same, Good.

This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; and how the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- People, relatives and staff told us they felt the service was well-led, with a clear management structure in place. One relative told us, "Overall, the whole big picture, it has been fantastic". Another relative told us, "I have been very impressed and very pleased with the service and never have to worry."
- One member of staff told us, "We all have a wealth of experience which helps us get the very best out of the students. We are like a family and support the students to live as independently as possible to get them self-sufficient to join in with life and enjoy each other's company... we build a good trust with them, that's such a big part."
- People, staff and relatives commented on the friendly, homely, supportive and open culture at the service with a motivated staff team who knew people very well.
- Staff spoke passionately about their roles and showed genuine warmth and compassion for the people they cared for and supported at Milton Road. Staff told us they felt very well supported by a management team who were approachable, friendly, professional and always available to staff for advice and guidance.
- Some relatives commented they would prefer more written communication about certain subjects such as when students transition between services and being informed about staff changes within Milton Road. We discussed this with the registered manager who confirmed they would address these comments as soon as possible.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- There was a clear management structure in place. Staff spoke knowledgeably about their responsibilities within their role and said they worked effectively together as a team. Staff were confident in the quality of care, support and guidance they were able to offer people which gave a strong focus on person centred, individualised care for people.
- There were effective systems in place to ensure views from visiting health professionals, people, relatives and staff were fully considered and acted upon. People, relatives and staff felt their views were listened to and acted upon. One relative said, "I have raised issues in the past and they have been addressed and actioned straight away."
- There were regular team meetings held where staff felt comfortable to raise any issues or concerns and felt

they would be listened to. Staff told us team meetings provided a valuable time to discuss lessons learned and different ways of helping and supporting people. Staff viewed team meetings as supportive and helpful. Meetings enabled information regarding lessons learned to be shared and proactive action put in place where possible.

- There was evidence that learning from incidents and investigations took place and appropriate changes were implemented.
- Notifications to CQC as required by the regulations had been appropriately made.
- There were robust quality monitoring systems in use which focused on improving outcomes for people who used the service. This included the assessment of the service against CQC's five key questions.
- There was a process of continual improvement and quality assurance in place. There was a variety of audits completed to ensure the quality of the provision was maintained. There was also a system of out of hours spot checks completed to ensure standards were maintained.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- There was a system of annual quality assurance questionnaires in place for obtaining the views of the service from people, relatives and health professionals. Results from these questionnaires were analysed and any areas of weakness or concern identified and acted upon.
- People were given the opportunity to attend weekly house meetings. These gave people a forum to put forward their views and raise any concerns they had. A popular topic for house meetings was the weekly menu, people told us they enjoyed arranging what food and meals they could plan for the coming week.
- Staff told us they felt valued and fully involved in the running of Milton Road. They gave us many examples of individualised care and support they had given people. This had led to people having a much improved level of independence, communication, self-confidence and sense of well-being whilst still respecting people's choices, preferences, sexuality and gender.
- The service worked collaboratively with all relevant external stakeholders and agencies. Staff told us the support and guidance they had received had made positive impacts on the lives of the people who lived at Milton Road. Staff worked in close partnership with the Cambian Wing College and the professionals and therapy team based there. There was a proactive working relationship with people receiving support from professionals in the house as well as at college.
- The registered manager was an active member of the National Association of Specialist Colleges (NATSPEC) and attended care working groups to share good practice and help others. They also took part in internal working groups throughout Cambian College to share good practice and learn from others within the group.
- The registered manager kept up to date through the receipt of monthly briefings from CQC, regulation and Adult Social Care guidance documentation and had signed up to both the Social Care Institute for Excellence and Skills for Care newsletters and briefing updates. They were a member of the Registered Managers Learning Hub which is provided by an independent care company which runs local workshops for managers to share and learn from each other, network and discuss best practice methods.