

Possability People Limited

# Montague House

## Inspection summary

CQC carried out an inspection of this care service on 10 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?	Good ●
Is the service well-led?	Requires Improvement ●

The inspection took place on the 10 April 2018 and was announced. The provider was given 48 hours' notice because the location provides a care at home service. We wanted to be sure that someone would be in to speak with us.

Montague House is a domiciliary care agency. It provides personal care to people living in their own houses and flats in the community and provides a service to adults. On the day of the inspection the service was supporting fifteen people with a range of health and social care needs, such as people with a physical disability, sensory impairment or people living with dementia. Support was tailored according to people's assessed needs within the context of people's individual preferences and lifestyles to help people to live and maintain independent lives. Staff who supported people using the service were also known as personal assistants.

At the last inspection on 5 July 2016, the service was rated as good in the areas of Effective, Caring, Responsive and Well-led. The service was rated as requires improvement in the area of Safe but the overall rating for the service was Good. At this inspection we found the evidence continued to support the overall rating of Good and there was no evidence or information from our inspection and on going monitoring that demonstrated serious risks or concerns. This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

The new manager had been monitoring the quality of the service by the use of visits to people's homes and internal quality audits they had introduced. Where these had been recently introduced by the manager they were not fully completed and information was not consistent. People and staff felt that they were not receiving effective communication about any changes that had been, and were, taking place. We identified this as an area of practice that needed to improve.

People and relatives told us they felt the service was safe. The provider had made improvements to their systems for recruitment to ensure that staff were suitable to work with people. People remained protected from the risk of abuse because staff understood how to identify and report it. People continued to receive their medicines safely. The provider had arrangements in place for the safe administration of medicines. People were supported to maintain good health and had access to health care services

Staff considered people's capacity using the Mental Capacity Act 2005 (MCA) as guidance. People's capacity to make decisions had been assessed. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.

People were supported at mealtimes to access food and drink of their choice. Some people's food preparation at mealtimes was supported by staff or themselves, staff ensured meals were accessible to people.

People's individual needs were assessed and care plans were developed to identify what care and support they required. People were consulted about their care to ensure wishes and preferences were met. Staff worked with other healthcare professionals to obtain specialist advice about people's care and treatment when required.

Staff continued to have the knowledge and skills to support people. There was an induction process and a training plan in place for essential training such as, safeguarding and health and safety. Staff also received training updates when required and supervision.

People and relatives felt staff were kind and caring. Staff spoke warmly about the people they supported and provided care for. Staff were able to detail people's needs and how they gave assurance when providing care.

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](http://www.cqc.org.uk) or by telephoning 03000 616161**