

Your Healthcare Community Interest Company

## Hollyfield House

### Inspection summary

CQC carried out an inspection of this care service on 10 November 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 undertook an unannounced inspection of the service on 10 November 2015. At our last inspection on 12 December 2013 the service was meeting the regulations inspected.

Your Healthcare Community Interest Company is a social enterprise based at Hollyfield House which provides a reablement service to people leaving hospital. This includes providing people with personal care and support for up to six weeks in their own home after discharge from hospital. At the time of our inspection the service was supporting 30 people with their personal care. The staff providing care were called 'enablers'. The reablement service works closely with the provider's occupational therapy, rapid response and district nursing teams.

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.

People were provided with the support they required, this included meeting people's personal care needs and supporting people to gain confidence and become more independent. The service worked closely with the provider's occupational therapy team to identify people's needs and to help ensure the support provided maintained people's health and welfare. Risks to people's safety were identified and management plans were in place to minimise those risks. This included ensuring appropriate equipment was in place to support the person safely whilst maintaining their independence.

Staff supported people in line with their preferences and ensured they were involved in decisions about their care. Staff were aware of how people communicated and were knowledgeable about people's non-verbal communication methods. Staff were aware of their requirements under the Mental Capacity Act 2005 and supported people appropriately.

Staff supported people with their nutritional needs, and liaised with healthcare professionals as necessary to help people manage their health. Healthcare professionals informed us staff were quick to raise any concerns about people's health, so that people could be supported appropriately and preventative measures could be implemented, for example in regards to pressure ulcer development. Staff supported people with their medicines.

Staff were respectful of people's privacy and dignity. They were knowledgeable about people's individual preferences, their culture and their religion and ensured they provided support that met these needs.

Staff received regular training to ensure they had the knowledge and skills to meet people's needs. Competency assessments were undertaken prior to new staff being able to provide support unsupervised, and their competency was regularly checked through supervision sessions. The management team undertook spot checks to review the quality of support provided and ensure it was in line with people's care plans.

Staff were supported by their colleagues and their managers. They felt comfortable asking for advice and were encouraged to express their views and opinions. The management team used feedback from staff, people and their relatives to adjust the service and improve service delivery so that it met the needs of the local population.

**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**