

New Horizons Care Limited

New Horizon Care

Inspection summary

CQC carried out an inspection of this care service on 06 February 2018 and 22 February 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?	Good ●

New Horizon Care provides domiciliary care and supported living services. It provides personal care to a range of people including those with acquired brain injuries, spinal cord injuries, autism and learning disabilities. People being supported, lived in their own houses and flats in the community. At the time of our inspection 45 people were using the service, although not all were receiving personal care. Our inspection only looked at the people who were receiving personal care.

At the last inspection in January 2016, the service was rated 'Good'.

At this inspection we found the service remained 'Good'.

Staff received safeguarding training so they knew how to recognise the signs and symptoms of abuse and how to report any concerns of abuse. Risk management plans were in place to protect and promote people's safety. The staffing arrangements were suitable to keep people safe. The staff recruitment practices ensured staff were suitable to work with people. Where the provider took on the responsibility for the management of medicines, staff followed best practice guidelines. Staff followed infection control procedures to reduce the risks of spreading infection or illness.

The provider understood their responsibility to comply with the Accessible Information Standard (AIS), which came into force in August 2016. The AIS is a framework that makes it a legal

requirement for all providers to ensure people with a disability or sensory loss can access and understand information they are given.

Staff received induction training when they first started work at the service. On-going refresher training ensured staff were able to provide care and support for people following current practice. Staff supervision systems ensured that staff received regular one to one supervision and appraisal of their performance.

Where the provider took on the responsibility, staff supported people to eat and drink sufficient amounts to maintain a varied and balanced diet. The staff supported people to access health appointments when required, including opticians and doctors, to make sure they received continuing healthcare to meet their needs.

People were encouraged to be involved in decisions about their care and support. Staff demonstrated their understanding of the Mental Capacity Act, 2005 (MCA) and they gained people's consent before providing personal care. People had their privacy, dignity and confidentiality maintained at all times. The provider followed their complaints procedure when dealing with complaints.

People had their diverse needs assessed and met. They had positive relationships with staff and received care in line best practice in order to meet people's personal preferences. Staff consistently provided people with respectful and compassionate care.

The service had a positive ethos and an open culture. The registered manager was a visible role model in the service. People, their relatives and other professionals told us that they had confidence in the registered manager's ability to provide consistently high quality managerial oversight and leadership.

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