

The Norman Laud Association

Emscote House Adult Residential Services

Inspection summary

CQC carried out an inspection of this care service on 20 July 2016. 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 

This inspection took place on 20 July 2016. This was an unannounced inspection.

At the time of our last inspection in November 2013, Emscote House was found to be meeting all of the essential standards relating to the quality and safety of care that we looked at.

Emscote House provides accommodation and personal care for up to eight people with learning difficulties and/or physical health care needs, on a short-stay basis. At the time of our inspection, there were eight people staying at Emscote House.

There was a registered manager in post. 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.

The service was safe because people were supported by enough members of staff who had been safely recruited. Staff had the knowledge and skills they required to protect people from the risk of abuse and avoidable harm and they knew what the reporting procedures were. People were supported to have their medication when they required it from staff that had the relevant

knowledge and skills required to promote safe medication management.

The service was not always effective because key processes had not been fully followed to ensure people's rights were protected and they were not unlawfully restricted. However, people received care and support with their consent where possible, and the staff ensured that people were supported in the least restrictive ways in order to keep them safe.

People's dietary needs were assessed and monitored to identify any risks associated with their food and fluid and they were encouraged to be as independent as possible with preparing food they enjoyed.

People were supported to maintain good health because staff worked closely with other health and social care professionals when necessary.

The service was caring because people were supported by staff that were kind, caring and who took the time to get to know them, including their personal histories, likes and dislikes. People were also cared for by staff that protected their privacy and dignity and respected them as individuals.

People were encouraged to be as independent as possible and were supported to express their views in all aspects of their lives, including the care and support that was provided to them, where possible. People felt involved in the planning and review of their care because the provider promoted a person-centred approach and staff communicated with people in ways they could understand.

People had an enhanced sense of well-being and quality of life because staff actively encouraged and supported them to engage in activities that were meaningful to them.

Staff felt supported and appreciated in their work and reported Emscote House to have an open and honest leadership culture. The management team endeavoured to improve and develop the service and had systems in place to assess and constantly monitor the quality of the service. People were encouraged to offer feedback on the quality of the service and knew how to complain if they needed to. They felt that the registered manager was responsive to feedback and staff reported the registered manager to be a positive role model who was dedicated to providing a high quality service.

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