

Novalis Trust

Paradise House Painswick

Inspection summary

CQC carried out an inspection of this care service on 20 October 2016 and 21 October 2016. 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 ●

Paradise House is a care home for up to 30 people who predominantly have a learning disability. The home is divided into four individual houses. There was a café and workshops on site which people could access if they wanted to. Workshops included: arts and crafts, pottery and textiles. The layout of the service was four individual houses that could accommodate up to 33 people. There was a flat for two people who were supported by staff when needed. People had individualised care needs and each house had a staff team who knew people well and how to support them.

This was an unannounced inspection completed on 20 and 21 October 2016. The inspection was completed by one adult social care inspector.

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 of the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The service was safe. Risk assessments were implemented and reflected the current level of risk to people. There were sufficient staffing levels to ensure safe care and treatment. The premises were well maintained.

People were receiving effective care and support. Staff received training which was relevant to their role. Staff received regular supervisions and appraisals. The service was adhering to the principles of the Mental Capacity Act 2005 (MCA) and where required the Deprivation of Liberty Safeguards (DoLS).

Staff told us there was an open culture and the environment was an enjoyable place to work. Staff were extremely passionate about their job roles and felt integral to the process of providing effective care to people. Family members said the management team were approachable.

The service was caring. We observed staff supporting people in a caring and patient way. Staff knew the people they supported well and were able to describe what they liked to do and how they wanted to be supported. People were supported sensitively with an emphasis on promoting their rights to privacy, dignity, choice and independence. People were supported to undertake meaningful activities, which reflected their interests.

The service was responsive to people's needs. Care plans were person centred to provide consistent, high quality care and support. Daily records were detailed and contained sufficient information for staff to read and support people effectively. People were encouraged to have a say about things that mattered to them and to raise any concerns they may have.

The service was well led. Quality assurance checks and audits were occurring regularly and identified actions to improve the service. Staff, relatives and other professionals spoke positively about the registered manager. The provider continually looked to make things better so that people benefitted from an improved service. Any planned improvement actions were followed up to ensure they were implemented.

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