

LDC Supported Living

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### Inspection summary

CQC carried out an inspection of this care service on 13 August 2014. This is a summary of what we found.

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to pilot a new inspection process being introduced by CQC which looks at the overall quality of the service.

We inspected LDC Supporting Ltd on 13 August 2014. This was an announced inspection which meant the service was informed 48 hours before the inspection was due to take place. This is to ensure that the registered manager would be in the office and, if they were usually on the rota to work with people using the service, that they could arrange alternative cover for their visits. The inspection was carried out by one Adult Social Care inspector.

At our last inspection in December 2013 we had not identified any concerns with the service.

The registered manager, management team and office staff were all involved in the inspection. . They worked as a team to make sure we had the information we requested. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider.

LDC Supported Living is registered to provide personal care to people with learning disabilities, living in their own homes. Some people lived in one bedroom flats and others in shared accommodation, such as two/three bedroom houses, where they shared communal areas with other people. Each person had a tenancy agreement and rented their accommodation.

People received support in line with their assessed personal care needs. The support hours varied from a few hours per day/week or 24 hour support. With this support people were able to live in their own homes as independently as possible.

People told us that they were very happy with the service being provided. Staff knew people's individual needs and how to meet them. We saw that there were good relationships between people using the service, the management and staff. People and their families were involved in developing support plans, and we saw people make decisions about their care and support. We observed and people told us that staff encouraged and promoted their independence.

We found staff were up to date with current guidance to support people to make decisions. Any restrictions placed on them was done in their best interest, using appropriate safeguards. We saw that advocacy services had been used to support people with their decisions and referrals were made to health care professionals to make sure people's decisions would be made in their best interests. People were being supported to maintain relationships with relatives, friends and others within the community. They participated in a range of activities and were being supported to

develop new interests and have a meaningful social life.

We found that staff were caring and treated people with dignity and respect. People said that the staff were kind and polite. People who lived in individual accommodation and received various hours of support told us that the staff were reliable and arrived on time for their calls. We found that people who had chosen to share their home with one or two other people received their care and support from a team of consistent staff who knew their routines well.

Staff received an induction, core training and specialist training, so they had the skills and knowledge to meet people's needs. They fully understood their roles and responsibilities as well as the values of the service. People using the service were encouraged to be involved in the recruitment of staff and were supported by the management team to be part of the selection panel for new staff.

The culture within the service was personalised and open. There was a clear management structure in place and staff told us they were all part of the team. They said they felt comfortable talking to the managers about their concerns and ideas for improvements. There were systems in place to monitor the safety and quality of the service being provided. The service was innovative and consistently looked at new ways of working to continuously improve the service.

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