

Explora Haven Training and Support Services Limited

# Explora Haven

## Inspection summary

CQC carried out an inspection of this care service on 30 June 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** ●

We undertook an announced inspection of Explora Haven Training and Support Services Limited (Explora Haven) on 30 June 2016. Explora Haven is a domiciliary care agency which provides personal care in people's homes and buddy services to people with learning disabilities, younger adults, children and older people. Buddy services included accompanying people to activities and outings. The services they provide include personal care, housework and assistance with medication. During the day of our visit the service provided care and support to approximately 75 people, approximately five people received buddy services which did not include personal care.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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 provider changed their legal entity from Broadways Limited to Explora Haven Training and Support Services Limited in June 2015. We undertook a rating inspection in January 2015 of Broadways Limited and the provider had an overall rating of good. This is the first inspection since changing the legal entity to Explora Haven Training and Support Services Limited.

Systems and processes were in place to help protect people from the risk of harm and care workers demonstrated that they were aware of these. Care workers had received training in

safeguarding adults and knew how to recognise and report any concerns or allegations of abuse. Risk assessments had been carried out and care workers were aware of potential risks to people and how to protect people from harm. These included details of the triggers and warning signs which indicated when people were upset and how to support people appropriately.

People told us their care workers turned up on time and they received the same care worker on a regular basis and had consistency in the level of care they received.

We checked the arrangements in place in respect of medicines. Care workers had received medicines training and policies and procedures were in place.

People were cared for by care workers that were supported to have the necessary knowledge and skills they needed to carry out their roles and responsibilities. Care workers spoke positively about their experiences working for the service and said that they received support from management and morale amongst staff was positive.

Care workers had a good understanding of and were aware of the importance of treating people with respect and dignity. They also understood what privacy and dignity meant in relation to supporting people with personal care. Feedback from relatives indicated that positive relationships had developed between people using the service and their care worker and people were treated with dignity and respect.

People received care that was responsive to their needs. People's daily routines were reflected in their care plans and the service encouraged and prompted people's independence. Care plans included information about people's preferences.

The service had a complaints procedure and there was a record of complaints received. Relatives spoke positively about the service and told us they thought it was well managed. There was a clear management structure in place with a team of care workers, office staff and the registered manager.

Systems were in place to monitor and improve the quality of the service. We found the service had obtained feedback about the quality of the service people received through quarterly review meetings and telephone monitoring. Records showed positive feedback had been provided about the service.

**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**