

Mr & Mrs M Hamilton

Agape Annexe

Inspection summary

CQC carried out an inspection of this care service on 25 April 2018, 03 May 2018 and 08 May 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?	Requires Improvement ●

Agape Annexe is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Agape Annexe is registered to accommodate four people, with learning disabilities and mental health needs; at the time of our inspection there were four people living in the home.

At the last comprehensive inspection in March 2016, the service was rated good. At this unannounced inspection undertaken on 25 April, 3 and 8 May 2018, we found the service remained overall 'good'.

This inspection report is written in a shorter format because our overall rating of the service has not changed since our last comprehensive inspection.

Some people's personal rooms and the main bathroom was not visibly clean and some items of furniture required replacing. However, the provider who is also the registered manager had addressed these concerns by the end of the inspection.

Audits to monitor the quality and safety of the service undertaken by the provider required improving to ensure that all rooms in the home were assessed for general decoration and

cleanliness on a regular basis.

Staff followed the procedures for safeguarding people from the risks of harm or abuse. Risk management plans were in place to safeguard people's personal safety and manage known environmental risks.

Staffing arrangements met people's individual support needs. The recruitment procedures ensured only suitable staff were employed to work at the service. Medicines were appropriately managed and staff followed infection control procedures to reduce the risks of spreading infection or illness.

Staff had comprehensive induction training and on-going refresher training that was based on following current best practice. Staff supervision and appraisal systems ensured staff had regular opportunities to discuss and evaluate their learning and development needs and their work performance.

Staff supported people to follow a nutritious, varied and balanced diet. The staff supported people to access health appointments as required so that people's continuing healthcare needs were met.

Staff understood the principles of the Mental Capacity Act, 2005 (MCA) and ensured they gained people's consent before providing personal care. People were encouraged to be involved in decisions about their care and support and information was provided for people in line with the requirements of the Accessible Information Standard (AIS).

People had their privacy, dignity and confidentiality maintained at all times. People experienced positive relationships with staff and received care that respected their diversity as staff supported people to maintain relationships with family and friends and make new friends. The care people received from staff was kind, caring and compassionate.

The provider operated an open and transparent culture. Events such as safeguarding matters, accidents and incidents had been reported to the Care Quality Commission (CQC) and other relevant agencies as required. Complaints brought to the provider's attention had been dealt with in accordance with the complaints procedure.

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