

## Select Support Partnerships Ltd

# Select Support Partnerships Ltd - Blackburn

### Inspection report

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Date of inspection visit: 6 October 2015  
Date of publication: This is auto-populated when the report is published

### Ratings

Overall rating for this service

Good 

Is the service effective?

Good 

### Overall summary

We carried out a comprehensive inspection of this service on 26 and 27 February 2015 at which a breach of legal requirements was found. This was because the registered person did not have suitable arrangements in place to obtain and act in accordance with the consent of people who used the service in relation to the care and treatment provided for them.

After the comprehensive inspection the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook an announced focused inspection on 6 October 2015 to check that they had followed their plan and to review whether they met the legal requirements in relation to the need for consent. We found that the required improvements had been made and the regulation was now met. This was because

systems and processes were in place to help care and support was only provided to people with their consent or the agreement of someone legally authorised to act on their behalf.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Select Support Partnerships Ltd - Blackburn' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Select Support Partnerships is registered to provide personal care to people in their own homes. The service specialises in providing support to people with a learning disability or who experience mental health issues. Support is provided both to individuals and to people living in small group settings. At the time of our inspection there were 45 people using the service.

# Summary of findings

There was no registered manager in post at the time of our inspection. 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 new manager had submitted their application to register with the Care Quality Commission.

The policy relating to the Mental Capacity Act (MCA) 2005 had been reviewed; this legislation is designed to protect people who may be unable to make certain decisions for

themselves. Since our last inspection staff had received additional training in this legislation. They told us they now felt much more confident about the action they should take to help ensure people's rights were fully protected.

Procedures were in place to ensure that assessments were undertaken regarding people's ability to make their own decisions. Where people lacked the capacity to make particular decisions protocols were in place for staff to follow. The protocols we reviewed provided evidence that staff had considered how they could meet people's needs without putting unnecessary restrictions in place.

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service effective?**

The service was effective.

Systems and processes were in place to help ensure care and support was only provided to people with their consent or the agreement of someone legally authorised to act on their behalf.

**Good**



# Select Support Partnerships Ltd - Blackburn

## Detailed findings

### Background to this inspection

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 is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 6 October 2015 and was announced. The provider was given 48 hours' notice to ensure the manager of the service was available to provide us with the required information and answer our questions.

The inspection was undertaken to check whether improvements to meet legal requirements planned by the provider after our comprehensive inspection on 26 and 27

February 2015 had been made. We inspected the service against one of the five questions we ask about services: is the service effective? This was because the service was not meeting legal requirements in relation to that question.

The inspection team consisted on one adult social care inspector.

Before our inspection we reviewed the information we held about the service; this included the provider's action plan which set out the action they would take to meet legal requirements in relation to the need for consent.

During the inspection we did not speak to people who used the service. We reviewed the care records in relation to five people who used the service. We spoke with the manager and two senior support workers. We also looked at policies and procedures relating to the Mental Capacity Act (MCA) 2005 and staff meeting minutes where the MCA had been discussed.

# Is the service effective?

## Our findings

At our comprehensive inspection at Select Support Partnerships Ltd – Blackburn in February 2015 we found a lack of evidence that staff sought and acted in accordance with the consent of people who used the service. There was also a lack of evidence that people's capacity to make particular decisions had been assessed before any restrictions were put in place.

At this focused inspection we found the required improvements had been made and the regulation was now met.

We spoke with the manager for the service who told us that, since our last inspection, the policies, procedure and protocols in relation to the MCA had been reviewed and updated. They told us, and records we saw confirmed that the requirements of the MCA had been discussed in staff meetings.

We spoke with two senior support workers who told us they considered staff in the service had increased knowledge about how the MCA applied to the support they provided to people. One staff member told us, "We have received lots of printed information about the Mental Capacity Act. We also involve other professionals if we need advice about issues relating to capacity and consent." Another staff member told us, "The Mental Capacity Act is discussed in team meetings and supervisions. There is more clarity about the expectations on staff regarding seeking consent from people."

At our last inspection we found that protocols were in place for some people which advised staff to place restrictions on

individuals, without any evidence that their capacity to make decisions for themselves had been assessed. On this inspection we looked at the care records for five people who used the service. We saw these now contained assessments of people's capacity to make particular decisions. Where it was determined that a person did not have capacity in relation to a particular decision, the care records contained information for staff about the action they should take in the person's best interests to ensure they received the care and support they needed. Protocols in place also provided guidance for staff to follow to support people to be as independent as possible, including positive risk taking.

We reviewed the protocol in place in relation to the support staff should provide to a person to help them to eat healthily. This protocol provided good evidence that staff had considered the 'least restrictive' option necessary to meet the person's needs; this was in line with the requirements of the MCA. The protocol also demonstrated a commitment on the part of staff to work in partnership with the person concerned to help ensure they received the support they needed to meet their health needs.

At our last inspection we found, where a person was unable to consent to taking their prescribed medicines, the required action had not been taken to ensure the decision to administer the medicines in food or drink was appropriate. On this inspection we found a meeting of professionals had taken place to assess and record the risks and benefits of administering the person's medicines in food or drink. This meant the requirements of the MCA had been followed; this should help ensure the rights of the person concerned were upheld.