

The Thomas More Project

# The Thomas More Project - 33 Fallodon Way

## Inspection summary

CQC carried out an inspection of this care service on 29 January 2020. 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 

### About the service

The Thomas More Project Care Home is registered to provide personal care and accommodation for up to 10 people who live with a learning disability. On the day of our visit there were eight people living at the home.

### People's experience of using this service and what we found

As was applicable at the last inspection people were supported by staff who knew how to keep them safe. Medicines were managed and given to people safely. Medicines policies and procedures were up to date and easily available for staff. Emergency procedures and contingency plans were in place. These help to keep people safe in an emergency. To further support people to stay safe, staff used personal protective equipment when supporting people with intimate care. Infection control guidance was in place and staff had completed training in this subject. Safe recruitment procedures continued to be in place. Staff were supported in their role with training and supervision. Staff felt well supported in their day to day roles by the registered manager.

People enjoyed the food and their dietary needs were assessed. Care plans explained how to support people with these needs. People were supported by staff who knew how to support them

in this area of their life .

Staff were kind and respectful towards people. We saw staff engage with people in a warm and positive way. Staff had a very good understand of people's body language to know how they were feeling and what their needs were.

People were supported by a staff team who were stable and had built up warm relationships with them and their relatives. They understood how to meet each person's individual needs and knew people's routines and preferences in their daily life.

People were supported to receive care that was flexible and responsive and met their needs. Care plans reflected this. People and families were involved in regularly reviewing and updating them with the staff.

Relatives we spoke with were very positive about home. One said, "The staff here are very very good, nothing is too much trouble."

People took part in a wide range of social and therapeutic activities. People were encouraged to maintain contact with relatives and friends.

People were also supported by a range of health and social care professionals who worked with them at the home. People were well supported and their needs had been assessed. Care plans and risk assessments set out to staff how to meet people's needs and keep them safe.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People benefited because there were effective systems to check and monitor the overall quality of care and support to make sure it was safe and suitable. This was undertaken through a range of audit systems. These checking systems picked up areas for development and improvement. When these were picked up swift actions were taken to improve the care and service even more.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection: The last rating for this service was Good (report published April 2017)

Why we inspected: This was a planned inspection based on the previous rating.

**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**