

Derby City Council

Disabled Children Community Support Team

Inspection summary

CQC carried out an inspection of this care service on 20 March 2019, 26 March 2019, 27 March 2019 and 31 March 2019. 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?	Outstanding ☆
Is the service responsive?	Good ●
Is the service well-led?	Good ●

About the service:

- The Disabled Children's Community Support team is registered to provide personal care to children up to the age of 18 years with a learning disability, Autistic spectrum disorder, physical disability or complex health needs. The support is provided to children in Derby city, in their own homes. At the time of the inspection the service were supporting 14 children and young people between the age of 4–17 years old.

People's experience of using this service:

- Children and young people benefitted from an outstanding caring service. Children, young people and adults were protected from potential abuse and avoidable harm by staff who were exceptionally well trained in safeguarding. Relatives felt their family members were safe with the support they received from staff. Staff went above and beyond their roles to ensure children and young people were protected from risks, by ensuring they followed risk assessments and reported any issues with equipment immediately to the relevant agencies.
- There were enough numbers of staff to meet children and young people's needs, who received support from a consistent staff team. Relatives were highly complementary about the staff.
- The providers recruitment procedures were robust. Recruitment checks were undertaken, to

determine the suitability of new staff to protect children and young people that used the service.

- Staff had the skills, knowledge and an excellent understanding of children and young people's individual needs and how they wished to be supported. Staff training was delivered around children and young people's individual needs, which ensured they could be supported effectively by competent staff.

- Care plans and risk assessments were individualised, providing guidance for staff in supporting children and young people safely.

- Staff had received training in infection control and were provided with the necessary personal protective equipment to use when carrying out care and support tasks. Relatives confirmed staff used gloves and aprons whilst supporting their family member.

- Staff were aware of the importance of seeking consent and demonstrated an understanding of the Mental Capacity Act 2005.

- The service worked closely with other professionals and organisations. Health and social care professionals were extremely complimentary about the care and support staff provided; working in partnership to meet children and young people's needs.

- Children and young people were cared for by staff who were extremely kind and caring, maintaining their privacy and dignity. Staff encouraged children and young people to be as independent as possible, where they were safe to do so.

- The provider's complaints policy and procedure were accessible to people who used the service and their representatives. People knew how to make a complaint and felt their concerns would be listened to and addressed.

- The provider monitored the quality of the service provided to children and young people, to drive improvement. Relatives were asked for their views about the service.

Rating at last inspection:

- At our last inspection, the service was rated 'Good'. Our last report was published on 25 May 2016.

Why we inspected:

- This was a planned comprehensive inspection based on the rating from the previous inspection. The service has been rated as 'Good' overall following this inspection.

Follow up:

- We will continue to monitor intelligence we receive about the service until we return to visit as per our inspection programme. If any concerning information is received, we may inspect sooner.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

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**