

Pro Support Ltd

# Pro Support

## Inspection report

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11 October 2022

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## Ratings

Overall rating for this service

Insufficient evidence to rate

Is the service safe?

**Insufficient evidence to rate**

Is the service well-led?

**Insufficient evidence to rate**

# Summary of findings

## Overall summary

### About the service

Pro Support is a care and support provider for people with mental health needs. The company is registered with the Care Quality Commission (CQC) as a domiciliary care agency as it provides support to people living in their own homes and also in supported accommodation.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided. At the time of inspection, 22 people used the service, however, only one person received personal care and were included in the inspection.

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

We found aspects of one supported living setting was not well maintained. We brought this to the provider's attention who immediately took action to reduce potential risks and ensure the issues were rectified.

There were quality assurance systems in place based on a range of audits. However, we found these needed to include more detail to enable them to be effective. They had not identified all the concerns identified in this inspection.

Care plans and risk assessments were in place for one person supported by the service. One person told us they found staff caring and kind.

Staff understood the importance of safeguarding people they supported, and they knew how to report any signs of abuse, or any accidents and incidents.

There were enough staff available to support people. Safe recruitment procedures were in place to help ensure only suitable staff were employed.

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 and update

The last rating for this service was good (published 6 December 2019).

### Why we inspected

We carried out a focused inspection of this service, due to receiving concerns about the support a person received. This report only covers our findings in relation to the key questions Safe and Well-Led. Due to having insufficient evidence we have not rated the service on this occasion.

We have found evidence that the provider needs to make improvements.

Please see the safe and well-led sections of this full report.

#### Recommendations

We have made two recommendations about implementing safe infection control procedures and undertaking a review their governance and quality assurance processes.

#### Follow up

Due to having insufficient evidence we have not rated the service on this occasion.

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

We always ask the following five questions of services.

### **Is the service safe?**

Inspected not rated.

**Insufficient evidence to rate**

### **Is the service well-led?**

Inspected not rated.

**Insufficient evidence to rate**

# Pro Support

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

This service provides care and support to people living in six 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

#### Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection there were two registered managers in post.

#### Notice of inspection

We gave a short period of notice for the inspection. This was to ensure the registered manager was available to support the inspection and to ensure we had prior information to promote safety due to the COVID-19 pandemic. Inspection activity started on 11 October 2022 and ended on 14 October 2022.

#### What we did before the inspection

We reviewed information we had received about the service since it was registered. This included notifications sent to us by the service. Notifications are changes, events or incidents that the provider is

legally obliged to send to us without delay. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We sought feedback from the local authority and professionals who work with the service. We used all this information to plan our inspection.

#### During the inspection

We visited four people in their homes to speak to them and look at medicines. We spoke with the two registered managers, the director and two support workers.

We reviewed a range of records. This included one person's care records and medication records. We looked at two staff files in relation to recruitment, training and support. A variety of records relating to the management of the service were reviewed.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at auditing and governance information, medicine records, accident and incident data, and infection control information.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. At this inspection, we have been unable to allocate a rating to this key question as there is insufficient information for us to form a judgement.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Environmental risks were not always responded to in a timely manner.
- One of the supported living settings we visited had not been well maintained. One person's bedroom contained combustible waste stored behind the fridge, this was a potential fire hazard. This person's on-suite bathroom was also in a poor condition and the communal bathroom flooring contained cracked floor tiles, which could have cut people's feet. We brought this to the provider's attention who immediately took action to reduce these risks.
- Despite the concerns regarding aspects of the environment, people told us they felt safe and staff responded to potential risks appropriately. One person said, "I love it here, I feel really safe compared to where I was living in the past."
- Risk assessments were carried out to identify any risks to people and these assessments were regularly reviewed. Where risks were identified, measures were put in place to guide staff on how to reduce these risks.
- Staff undertook checks of safety within people's flats and had plans to help evacuate people in the event of an emergency.

Preventing and controlling infection

- Procedures to help prevent and control infection were not routinely followed.
- During the inspection we found staff were not routinely wearing personal protective equipment (PPE) correctly, such as face masks. From speaking to the management team and our observations staff were unclear as to whether they should be wearing masks or what the guidance was that they should be following.

We recommend the provider consider current guidance on implementing safe infection control procedures.

Staffing and recruitment

- There were enough staff deployed to meet people's needs safely.
- Staff were recruited safely. Pre-employment checks were completed to ensure applicants were of suitable character to work with vulnerable people. This included completing checks with the Disclosure and Barring Service, seeking references from previous employers and ensuring staff were legally permitted to work in the United Kingdom.

Using medicines safely

- Medicines were managed safely. We viewed one person's medicines and found their records relating to

medicines was clear and accurate.

#### Learning lessons when things go wrong

- There was a system to learn lessons following incidents.
- Accidents and incidents were recorded. Analyses for themes and patterns to consider if lessons could be learnt were undertaken annually. We discussed the importance of reviewing themes and patterns much sooner. The provider confirmed they would do it on a monthly basis in future.

#### Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe using the service and being supported by the staff. Comments included, "I am very settled here, the service has turned my life around."
- Staff had received training in safeguarding and knew how to identify and report concerns.

# Is the service well-led?

## Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question good. At this inspection, we have been unable to allocate a rating to this key question as there is insufficient information for us to form a judgement.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager and providers auditing systems needed further improvements, to ensure they were reliable and effective. For example, they did not pick up the shortfalls in respect to the health and safety concerns found at the supported living setting we visited.
- The provider needed to ensure they were ensuring staff followed their policy and procedure around COVID-19. Due to face masks not always routinely worn.

We recommend the provider review their governance and quality assurance processes to improve oversight and scrutiny.

- Staff told us they were aware of their role and said the care plans effectively supported them to deliver the care and support required.
- People told us that the registered manager and provider were approachable, and they had confidence to share any concerns they may have.
- Systems in place had not always identified the issues highlighted by the inspection. Despite this, the provider was responsive to our findings and took immediate actions to reduce risks.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- There was a positive and open culture at the supported living service we visited. It provided people with a happy and homely atmosphere.
- People told us the registered manager knew people well and was available to them. One person said, "[Registered manager] is very approachable and I can always spend time with [name] to talk things over."
- Satisfaction surveys were sent out at regular intervals to people who used the service and staff.
- We noted some examples of the service working in partnership with stakeholders and other professionals, such as social workers and district nurses, in support of people using the service.