

DALO Travel Limited

DALO

Inspection summary

CQC carried out an inspection of this care service on 11 April 2017. 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 ●

We inspected DALO on 11 April 2017. This was the first inspection since the service was registered in February 2016. DALO provides respite and holidays to young people with learning disabilities in a supported living environment. The respite service is provided at a property in Hertfordshire that is also owned and maintained by the provider. The service forms part of DALO Travel Limited who provide day opportunities and transport to support young people who are vulnerable to continue to develop their independent living skills after compulsory education. At the time of our inspection there were twenty one people using the service.

People experienced good care and support. They were supported to live safe, fulfilled and meaningful lives in the way they wanted to.

People were supported with healthy eating and to maintain a healthy weight, with specialist diets when required. People who needed assistance with meal preparation were supported and encouraged to make choices about what they ate and drank. The support staff we spoke with demonstrated knowledge of people's care needs, significant people and events in their lives, and their daily routines and preferences. They also understood the provider's safeguarding procedures and could explain how they would protect people if they had any concerns

Staff told us they really enjoyed working for the organisation and spoke positively about the culture and management of the service. Staff told us that they were encouraged to openly discuss any

issues. Staff said they enjoyed their jobs and described management as supportive. Staff confirmed they were able to raise issues and make suggestions about the way the service was provided.

The registered manager had been in post since the service opened in 2016. 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 and associated Regulations about how the service is run.

The service was safe and there were appropriate safeguards in place to help protect the people who lived there. People were able to make choices about the way in which they were cared for. Staff listened to them and knew their needs well. Staff had the training and support they needed.

Staffing levels were sufficient to meet people's needs. Recruitment practices were safe and relevant checks had been completed before staff worked at the home. People's medicines were managed appropriately so they received them safely.

People participated in a wide range of different social activities and were supported to access the local community. The registered manager and staff ensured everyone was supported to maintain good health. They took a very proactive approach to ensuring people's complex health needs were always met, and consistently ensured that when people needed specialist input from health care professionals they got it.

Staff were caring and always ensured they treated people with dignity and respect. They had a good understanding of the care and support needs of people using the service.

Staff were well supported with training, supervision and appraisal which helped them to ensure they provided effective care for people.

People and those important to them, such as their relatives or professionals were asked for feedback about the quality of the service.

The registered manager and staff knew what they should do if anyone made a complaint. Person centred care was fundamental to the service and staff made sure people were at the centre of their practice. Care plans focused on the whole person, and assessments and plans were regularly updated.

People's individual preferences, needs and choices were always taken into account by the caring and compassionate staff.

The service was well led. There was a clear set of values in place which all of the staff put into practice. The registered manager and administrator regularly visited the unit, to make sure the high standards of care were maintained. There was an open culture and staff said they felt well motivated and valued by all of the managers.

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