

Lucy Glyn Support Services Limited

Lucy Glyn Residential

Inspection summary

CQC carried out an inspection of this care service on 13 February 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?	Good ●
Is the service responsive?	Outstanding ☆
Is the service well-led?	Good ●

About the service: Lucy Glyn Residential is a residential care home that also provides support to people living in their own home. People receiving support from this service have a diagnosis of a learning disability or an autistic spectrum disorder. At the time of our inspection the service was supporting six people within the residential care home and seven people who were living in their own homes.

Rating at last inspection: Good overall with outstanding for responsive. The last report for Lucy Glyn Residential was published on 14 April 2016. At this inspection we found that the provider remained extremely responsive to people's individual needs and this key question remains outstanding

Why we inspected: This was a planned inspection based on the rating at the last inspection. The service remained rated Good overall.

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.

What life is like for people using this service:

- People received a personal service that was tailored to meet their individual needs.
- Outcomes for people were consistently better than expected because staff knew people well and promoted their individuality.
- People were supported to enjoy a wide range of activities which reflected their individual interests and enhanced their lives.
- Staff sought innovative ways for people to continue to do things they liked, whilst maintaining their safety.
- Staff had received a comprehensive induction and had on-going training to develop the skills they needed to care for people's varying and complex needs.
- People were happy with the support they received from Lucy Glyn Residential. They told us that staff were kind and understood them as individuals.
- Systems were in place to identify people's risks and the service promoted people's safety.
- Staff administered people's medicines safely and people received medicines as prescribed. People's medicines were regularly reviewed and people had access to the healthcare they needed.
- People, their relatives, staff and other health and social care professionals worked together to assess people's needs and plan their care. This was done so people's needs and preferences would be met, and they would enjoy an enhanced sense of well-being.
- People were supported by staff to make decisions about their care. Staff used their knowledge of people's preferred ways of communicating, to assist people to make their own choices.
- Staff promoted people's right to independence, dignity and respect.
- People received support to keep in touch with family and friends who were important to them and to express their individual lifestyle choices.
- The provider and registered manager checked the quality of care provided and developed plans to improve people's care and support.
- We found the same level of care and support had been maintained since the last inspection and the service met the characteristics of a "Good" rating. The service showed an exceptional level of responsiveness and this area also remains rated as "Outstanding".

More information is available in the full report

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**