

Aspect Supported Living Limited

# Aspect Supported Living Limited

## Inspection summary

CQC carried out an inspection of this care service on 26 January 2023. This is a summary of what we found.

### Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

#### About the service

Aspect Supported Living Limited provides care and support to people living in 'supported living' settings so they can live as independently as possible. People's care and housing are provided under separate contractual agreements. The Care Quality Commission (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 this inspection 2 people who used the service were receiving personal care.

Aspect Supported Living Limited is also registered for domiciliary care, to provide support to people in their own homes. However, at the time of the inspection it was not supporting anyone with this care and support.

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

The provider's recruitment practices required improvement to ensure people are supported by suitable staff. The small staff team in place knew people well, but care records such as care plans and risk assessments needed more information to give staff clear guidance for managing people's risks.

Staff adhered to infection control procedures and protected people from the risk of infection. Staff were knowledgeable in safeguarding adults' procedures. People we spoke with said they felt safe

with the care and support of staff and staff were caring.

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 and relatives said staff were caring, respectful and they were involved in their care and their wishes about how they wanted to be supported.

Checks and audits in place had failed to identify the areas for improvement found at this inspection including safe recruitment processes and the required improvements needed in care planning and risk assessments.

Relatives we spoke with said the service was well managed and staff provided good care. Staff working for the provider told us they felt supported.

The provider was open and receptive to the areas of concern identified in the inspection and after the inspection the provider took immediate action to address some the concerns we found. They had also subscribed to a new management system that was in the process of reviewing care documentation and would also look at recruitment.

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

This service was registered with us on 06 October 2021, and this is the first inspection.

#### Why we inspected

This inspection was prompted by a review of the information we held about this service.

We have found evidence that the provider needs to make improvements. Please see the safe and well-led section of this full report to see what actions we have asked the provider to take.

#### Enforcement

We have identified breaches in relation to good governance. Please see the action we have told the provider to take at the end of this report.

#### Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

**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**