

The Rose Road Association

# The Rose Road Association (Outreach Service)

## Inspection summary

CQC carried out an inspection of this care service on 11 January 2019 and 14 January 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:

The Rose Road Association (Outreach Service) provides support and activities for children and young people up to 25 years who may be living with a physical disability, learning disability or autism. It supports people in their own home, in the community and in a six bed residential respite unit. At this inspection, there were nine people who received the regulated activity of personal care in their home, and one person at the residential respite unit.

For more details, please see the full report which is on the Care Quality Commission website at [www.cqc.org.uk](http://www.cqc.org.uk).

### People's experience of using this service:

- People received individual, tailored care and support which led to exceptional outcomes. Care and support met their needs, and reflected their diversity, preferences and choices. Feedback from people and their family carers always reflected very responsive care and support. There were individual and personalised measures in place to make sure people's communication needs were met.
- The provider had effective processes in place to make sure people received care and support safely. Safeguarding procedures took into account the complex needs of children and young

people who were vulnerable as a result of their circumstances. There were systems in place to identify, assess and respond to individual risks to people's health and welfare.

- The provider's recruitment processes made sure staff were suitable to work in the care sector. The provider had made improvements to people's medicines care plans, how medicines were stored, and in making sure lessons learned when things went wrong were communicated to staff.
- People's care and support was based on assessments and care plans which took into account relevant standards and professional guidance. Staff were supported to deliver high quality care and support. Legal requirements were met with respect to consent, mental capacity and deprivation of liberty.
- People received care and support in a caring environment which promoted their privacy, dignity and independence. The provider took steps to make sure people could be involved in decisions about their care and support.
- People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.
- The provider worked with other organisations to develop and share good practice. There were effective management systems and processes to deliver high quality care and to drive and sustain improvements.

Rating at last inspection:

At the last inspection (12 July 2016) we rated the service good overall.

Why we inspected:

This was a planned inspection to check the service remained good.

Follow-up:

We did not identify any concerns at this inspection. We will therefore re-inspect this service within the published timeframe for services rated good. We will continue to monitor the service through the information we receive.

**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**