

Coastal Supported Living C.I.C

Fern House

Inspection summary

CQC carried out an inspection of this care service on 26 April 2022. 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 ●

About the service

Fern House is a supported living service for people with mental health needs, learning disabilities and/or autism. The service supports eight people in various supported living accommodation in the London Borough of Havering and in the county of Essex. At the time of the inspection, seven people were using the service.

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

We expect health and social care providers to guarantee people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, Right care, Right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture.

Right support:

People using the service were safe. They were supported to be as independent as possible. People lived in their own homes or in shared accommodation that contained individual flats, which they could personalise. People had control of how their care and support was arranged. People

were supported to maintain a good quality of life, use local services and avoid social isolation. For example, they pursued their interests and they were supported with maintaining relationships with family and friends. We observed staff supporting people to go about their daily lives, such as their regular activities and routines. One person we visited was looking forward to going out with a relative, who was visiting them that day. Another person wanted to go to the seaside and staff accompanied them there.

Right care:

People and staff had developed positive relationships with each other. Care plans were person-centred for people to receive care that met their needs and preferences. Staff ensured people's dignity, privacy and human rights were respected. 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's sensory and behaviour support needs were understood and met. Their communication abilities were assessed so that staff could engage and interact with them appropriately.

Right culture:

The values and attitudes of staff and managers encouraged people to feel positive in their daily lives. People were listened to and respected. The registered manager monitored the service to check people were safe and received a good standard of care. Staff were recruited appropriately to ensure they were suitable to work with people. Staff were assessed and trained to carry out their roles effectively. Feedback was sought from people and relatives to help make continuous improvements to the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 24 December 2020 and this is the first inspection.

Why we inspected

This was a planned inspection based on a review of information we held about the service.

Follow up

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 or by telephoning 03000 616161