

Interactive Development Support Limited

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Inspection summary

CQC carried out an inspection of this care service on 24 October 2019 and 28 October 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?

Good ●

Is the service well-led?

Good ●

About the service:

Interactive Development Support is a supported living service. At the time of the inspection, staff provided support over a 24-hour period to 31 people living in their own homes. This included adults and children. People who used the service had a range of conditions affecting their physical and mental health including learning disabilities and autism.

Not everyone who used the service received personal care. 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.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

People felt very safe with support from attentive staff who knew them well. People's care needs were thoroughly assessed, and measures were in place to reduce the risks they faced.

People were well cared for by trained and competent staff, who were supported by the registered manager to provide a reliable, high-quality and person-centred service. Staff were respectful towards people and their families and people's privacy and dignity were upheld. Independence was encouraged, and people were involved in decision making.

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.

There was a good working relationship between staff and external professionals to ensure people received any additional support they needed, to experience positive outcomes. The service was flexible to meet people's changing needs and their wishes.

There had been a small number of complaints made about the service, which had been responded to promptly, to resolve matters. People and relatives were very pleased with the service.

The registered manager had implemented best practice into the service. There was good governance of the service with a strong quality assurance process in place.

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

Rating at last inspection

The last rating for this service was good (published 25 April 2017).

Why we inspected

This was a planned inspection based on the previous rating.

Follow up

We will continue to monitor information we receive about Interactive Development Support until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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