

Adult &  
Community  
Based Services

**Q**uality  
**S**tandard  
**F**ramework



**Organisation**

**Voyage 1 Ltd**

**Home**

**South Highnam**

**Responsible Person**

**Karen Willgress**

**Date of Report**

**14 April 2025**

**Commissioned Services Team  
Adult & Community Based Service**

South Highnam provides single room residential accommodation over two floors for 8 residents who have a learning disability and/or complex needs.

Two of the bedrooms in the home are en-suite and the home has bathrooms with toileting facilities on each floor.

The home has had a stable management and senior staff during the latter half of 2024.

Staff continue to be recruited appropriately, are well trained, supported and have effective means of communication which enables them to deliver high standards of care.

Staff know the people they support well and are able to communicate with them effectively, responding to their needs in a timely and compassionate manner.

Residents are supported to maintain their independence and choose how they wish to spend their day including planning activities and outings.

Support plans continue to be detailed, person-centred and include robust risk assessments however the home must ensure files are reviewed regularly and updated when required.

The home works effectively in partnership with other agencies and professionals.

## Summary of Outcomes

Name of Home-South Highnam

Date of Report - 14-Apr-2025

### Determination

#### Person Centred Care

1 - Assessment & Review

Outcome "Fully Met"– 14 April 2025

2 - MCA & Consent

Outcome "Fully Met"– 21 February 2024

3 - DoS

Outcome "Fully Met"– 21 February 2024

4 - Nutrition & Hydration

Outcome "Fully Met"– 14 April 2025

5 - Promoting Dignity, Autonomy & Choice

Outcome "Fully Met"– 21 February 2024

#### Safe Care and Treatment

6 - Safeguarding/Understanding Safeguarding

Outcome "Fully Met"– 21 February 2024

7 - Medication

Outcome "Fully Met"– 14 April 2025

8 - Infection Control

Outcome "Fully Met"– 14 April 2025

9 - Premises & Equipment

Outcome "Fully Met"– 21 February 2024

10 - Health & Safety

11 - Moving & Handling

Outcome "Fully Met"– 21 February 2024

#### Governance

12 - Leadership & Management

Outcome "Fully Met"– 14 April 2025

13 - Staffing, Recruitment, Support & Learning

Outcome "Fully Met"– 14 April 2025

14 - Quality Assurance

Outcome "Fully Met"– 14 April 2025

15 - Complaints

Outcome "Fully Met"– 21 February 2024

## Person Centred Care

### 1 - Assessment & Review

#### **Outcome Assessed - Fully Met**

All people receiving the service have a written care plan that is monitored, periodically evaluated and reviews are recorded to ensure the information is up to date and accurate.

People's physical, mental health and social needs holistically are assessed, and their care, treatment and support is delivered in line with relevant legislation and guidance, to achieve effective outcomes.

People's care records are accurate, complete, legible, up-to-date, securely stored and available to relevant staff so that they support people to stay safe.

The service ensures that people are provided with the information and understanding about their healthcare and treatment options.

People are involved in regularly monitoring their health.

People can access care, support and treatment in a timely way and referrals are made quickly to appropriate health services when people's needs change.

People contribute to planning their care and support whenever possible, with their strengths, levels of independence and quality of life are taken into account.

People's care plans reflect their physical, mental, emotional and social needs and incorporate their personal history, individual preferences, interests and aspirations. Care plans are understood by staff so people have as much choice and control as possible.

People's oral health needs are met and kept under review with professional guidance sought in a timely manner when required.

The service shares appropriate information and assessments with other relevant agencies for the benefit of people who use the service.

People's preferences and choices for their end of life care are recorded, reviewed and communicated and acted on where possible. Family, friends and other representatives are involved in planning, managing and making decisions about their end of life care including advanced decisions made in line with the Mental Capacity Act 2005.

The service ensures that it quickly identifies people in the last days of life whose condition may be unpredictable and change rapidly and, where required ensures that people have rapid access to support, equipment and medicines including from specialist palliative care professionals.

The service supports people's families and other people using the service and staff when someone dies.

**The Home has demonstrated achievement of this outcome.**

## **2 - MCA & Consent**

The findings below are from the Quality Standards Framework Report for South Highnam dated 21st February 2024 at which time the home was assessed as fully achieving the outcome.

Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

### **Source – QSF Report 21<sup>st</sup> February 2024**

*Staff recognise when people need and want support from their carers, advocates or representatives to help them understand and be involved in their care, treatment and support and staff help people to get this support.*

*Staff recognise when people need and want support from their carers, advocates or representatives to help them understand and be involved in their care, treatment and support and staff help people to get this support.*

*The service provides information to people, their families and other carers about external bodies, community organisations and advocacy services that can provide independent support and advice about their care, treatment and support.*

*Staff understand the relevant consent and decision-making requirements of legislation and guidance, including the Mental Capacity Act 2005 and other relevant national guidance.*

*People are supported and are given the information and explanations they need to make their own decisions in line with relevant legislation and guidance.*

*Decisions around a persons possible lack of mental capacity are assessed and recorded.*

*When people lack the mental capacity to make a decision, staff ensure that best interest decisions are made in accordance with legislation.*

*The process for seeking consent is monitored and reviewed to ensure it meets legal requirements and follows relevant national guidance.*

*The service must ensure that consent is captured and reviewed for all residents, as consent documentation was inconsistent in care and support plans.*

*There are arrangements for people to be involved in decisions about managing risks appropriately including positive risk taking.*

*Risk management policies and procedures are in place to minimise restrictions on people's freedom, choice and control, in particular for people who lack mental capacity.*

*Staff are trained to understand, prevent and manage people's behaviour that challenges whilst ensuring the individual is supported appropriately.*

*The service identifies and meets the information and communication needs of people with a disability or sensory loss. Information is recorded, highlighted and shared with others when required with the consent of the person.*

*The Home has demonstrated achievement of this outcome.*

### **3 - DoLS**

The findings below are from the Quality Standards Framework Report for South Highnam dated 21 February 2024 at which time the home was assessed as fully achieving the outcome. Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

Although not all of the elements of this outcome have been assessed for this report, assessments have been undertaken to ensure the home continues to maintain processes and procedures for tracking and recording DOLS applications. The home has a matrix in place to ensure DOLS are reapplied for as required, in a timely manner. When DOLS applications have been granted, the home ensures that these are present within the care plan.

#### **Source – QSF Report 21<sup>st</sup> February 2024**

*The service promotes supportive practice that avoids the need for physical restraint, however where physical restraint is necessary, the service ensures that it is used in a safe, proportionate, and monitored way as part of a person-centred support plan.*

*Staff recognise when people who lack mental capacity, are being deprived of their liberty and they seek authorisation to do so when considered necessary and proportionate.*

*All staff are trained to understand the difference between lawful and unlawful restraint practices. Action is taken to minimise the use of restraint.*

*There is a system of monitoring to ensure the person's representative maintains regular contact with the person and acts when contact is not maintained.*

*The service has a system to monitor DoLS authorisations and their review dates and this is maintained. Care plans contain the most up to date Conditions attached to deprivation of liberty safeguards (DoLS) authorisations.*

*Management has oversight on the process to ensure where a restriction may actually amount to a deprivation of liberty.*

*The Home has demonstrated achievement of this outcome.*

### **Outcome 4 - Nutrition & Hydration**

#### **Outcome Assessed – Fully Met.**

People are involved in decisions about what they eat and drink, where possible and any cultural and religious preferences are recorded, reviewed and acted upon.

People have access to dietary and nutritional specialists to help meet their assessed needs if required.

People receive prompts and encouragement to eat when required and people appear to enjoy mealtimes and do not feel rushed.

Risks to people with complex needs or lack capacity are identified and managed in relation to their eating and drinking.

All relevant staff have completed food hygiene training and the correct procedures are in place and followed wherever food is prepared and stored.

People have nutrition and hydration assessments for eating and drinking which are carried out by trained staff.

Where people require support with eating such as encouragement and prompting, this is done in a compassionate way that maximises people's independence and maintains their dignity.

The service is aware of specialist diets, allergies, choking risks and lifestyle choices, and these are recorded, kept up to date and shared as appropriate.

The service would ensure that people have access to specialist equipment to meet their assessed need if required, however currently no specialist equipment is required for any of the residents.

People can access drinks throughout the day and where required people's intake is monitored to ensure their assessed needs are being met. Snacks are offered outside of mealtimes and are available any time of day upon request.

People are encouraged to eat their meals together in the dining area of the service.

People are offered a choice of food and drink and this is served at an appropriate temperature.

People can choose to eat in their bedroom or communal area and they are supported to do so.

**The Home has demonstrated achievement of this outcome.**

### **5 - Promoting Dignity, Autonomy & Choice**

The findings below are from the Quality Standards Framework Report for South Highnam dated 21 February 2024 at which time the home was assessed as fully achieving the outcome. Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

Although not all of the elements of this outcome have been assessed for this report, informal resident conversations confirm residents appear happy, feel well cared for, have choice and control over their daily lives and have appropriate stimulation. The service has a programme of activities and events which aims to capture residents' preferences and choices.

#### **Source – QSF Report 21<sup>st</sup> February 2024**

*Staff show concern for people's wellbeing in a caring and meaningful way and respond to their needs in a timely manner on a day to day basis.*

*The service makes sure that people, and those close to them, feel like they matter, and that staff listen to them and talk to them appropriately and in a way they can understand.*

*Where possible, people are involved in developing the service including:• deciding how they choose to spend their day• planning activities and outings• decisions around personal care and how and when help is provided• devising menus and the timing and place of meals, and• people are consulted when alterations to their living space is planned.*

*Staff seek accessible ways to communicate with people (when their protected and other characteristics under the Equality Act make this necessary) to reduce or remove barriers.*

*Staff know the people they are caring for and supporting, including their preferences, personal histories and backgrounds.*

*Staff make sure that people's privacy and dignity needs are understood and respected including during personal care.*

*People receive support to be independent. Their wishes are recorded, reviewed and acted upon wherever possible.*

*People's relatives and friends are made to feel welcome and are able to visit without being unnecessarily restricted.*

*It is unclear what mechanisms are in place to encourage relatives and friends to provide feedback on the service.*

*Processes are in place to ensure there is no discrimination when making care and support decisions.*

*There are examples of people being supported to follow their interests and take part in activities that are appropriate to them.*

*The home has links with the local and wider community but the opportunities for residents could be developed further.*

*The service ensures that people are encouraged and supported to develop and maintain relationships with people that matter to them, both within the service and the wider community to avoid social isolation.*

*The service does not have a nominated Dementia champion to oversee standards in the service at present as they do not have any residents who are living with Dementia.*

The Home has demonstrated achievement of this outcome.

## **Safe Care & Treatment**

### **Outcome 6 - Safeguarding/Understanding Safeguarding**

The findings below are from the Quality Standards Framework Report for South Highnam dated 21st February 2024 at which time the home was assessed as fully achieving the outcome. Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

#### **Source – QSF Report 21<sup>st</sup> February 2024**

*Safeguarding systems, processes and practices are in place, staff are aware and any updates are communicated to staff.*

*Systems, processes and practices protect people from abuse, neglect, harassment and breaches of their dignity and respect.*

*Staff can recognise signs of potential abuse and know what to do when abuse is suspected.*

*Staff must ensure advice is sought and a safeguarding notification is sent to the local authority in a timely manner, if relevant when incidents occur.*

*Processes are in place to ensure people are protected from discrimination, harassment and abuse, in line with the Equality Act.*

*People are supported to understand what safeguarding means, and they are encouraged to raise any concerns.*

*If people are subject to a safeguarding investigation, they are supported during this process.*

*Staff understand their responsibilities to raise concerns, to record safety incidents, concerns and near misses, and to report them internally and externally, where appropriate.*

*There are processes for reviewing and investigating safeguarding incidents when incidents occur. Relevant staff, services, partner organisations and people who use services are involved in reviews and investigations.*

*Safeguarding investigations, reviews and audits ensure lessons can be learned to improve how care, treatment and support is delivered.*

*The Home has demonstrated achievement of this outcome.*

## **Outcome 7 – Medication**

### **Outcome Assessed - Fully Met**

It is vitally important that the service ensures the Council are fully informed of all medication incidents and near misses. It is mandated by the Teeswide Safeguarding Adults Board that Councils collect this information from all regulated services. The Council therefore requires homes to provide a monthly schedule of incidents or a statement of “nil return”. The service has not complied with this requirement having submitted information on 9 occasions in the last 12 months – see appendix for further information

### **The Home has demonstrated achievement of this outcome**

The medication outcome has been assessed by the Medicines Optimisation Service further information can be found in the Assessment Report dated 12-Jun-2025 appended to this report.

Minor areas have been identified for improvement and the home are working towards an action plan.

## **Outcome 8 - Cleanliness and infection control**

### **Outcome Assessed – Fully Met**

There are arrangements for making sure that premises are kept clean and hygienic so that people are protected from infections that could affect both staff and people using services. This includes:- Up to date Policy and procedure- Staff Training, including with the IPC Nurses- Necessary resources- Risk Assessments- Cleaning Records/Schedules- Quality Audits.

Staff understand their roles and responsibilities in relation to infection control and hygiene and providers support with this.

Policies and procedures are maintained and followed in line with current relevant national guidance.

The service ensures that it alerts the right external agencies (e.g. HBC, visitors, professionals) to concerns around infections that affect people's health and wellbeing.

The service has identified a designated IPC champion.

There is evidence provided to confirm that staff complete regular hand hygiene spot checks and observations.

The Service provides and maintains a clean and appropriate environment in managed premises that facilitates the prevention and control of infections.

**The Home has demonstrated achievement of this outcome.**

### **Outcome 9 - Premises & Equipment**

The findings below are from the Quality Standards Framework Report for South Highnam dated 21st February 2024 at which time the home was assessed as fully achieving the outcome.

Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

#### **Source – QSF Report 21<sup>st</sup> February 2024**

*Some examples of how technology is used to support people to receive timely care and support and enhanced the lives of the residents were provided but these were limited.*

*Equipment, which is owned or used by the provider, is managed to support people to stay safe. The premises and safety of communal and personal spaces (such as bedrooms) and the living environment are checked and managed to support people to stay safe.*

*There appears to be significant gaps in the recording of health and safety checks during the year.*

*Learning from lessons is shared and themes are identified to make sure that action is taken to improve safety across relevant parts of the service. Staff learn from reviews and investigations by other services and organisations.*

*The service has arrangements to respond to relevant external safety alerts, recalls, inquiries, investigations and reviews. Information is shared to staff when appropriate.*

*People are involved in some decisions about the environment but this could be improved to ensure residents, families and their representatives are actively involved in more decisions where appropriate.*

*People have access to appropriate spaces: • in gardens and other outdoor spaces • to see and look after their visitors • for meaningful activities • to spend time together • to be alone.*

*The signage, decoration and other adaptations to the premises help to meet people's needs and promote their independence. The premises meet people's diverse care, cultural and support needs.*

*Staff with responsibility for maintaining equipment are appropriately trained to ensure it is fit for purpose.*

*There are plans for responding to emergencies or untoward events, and these are understood by all staff.*

*The Home has demonstrated achievement of this outcome.*

### **Outcome 10 - Health & Safety**

It has not been possible to complete the Health & Safety Assessment and verification this year. The Council will continue to develop the process for further assessment outside of the Quality Standards Framework.

### **Outcome 11 - Moving & Handling**

The findings below are from the Quality Standards Framework Report for South Highnam dated 21st February 2024 at which time the home was assessed as fully achieving the outcome.

Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

#### ***Source – QSF Report 21<sup>st</sup> February 2024***

There is an up to date Moving and Handling Policy in place.

People who use the service are assessed in relation to their mobility needs and referrals are made to specialist agencies in a timely manner. Services using specialist equipment include an OT assessment.

The service ensures that risk assessments are in place where appropriate.

There is professional instruction/task guidance detailed in people's support plans, which is in date and followed by staff.

People are encouraged to assist, where safe to do so, in their own transfers.

When support is being given to move people, reassurance is given in a compassionate manner by staff.

The service has procedures in place to ensure that staff have skills, competencies, qualifications, experience and knowledge, to meet people's individual needs. The Service can evidence that: (a) Staff have had Moving and Handling Training within the last 12 months. (b) Moving and handling training is provided by a competent trainer.

The service does not have a Moving and Handling lead at the home but training and support is provided by Voyage.

Equipment is checked, maintained and serviced to ensure it is safe for staff and people to use. Moving and handling equipment is used in accordance with manufacturers guidance.

There been no near misses or accidents whilst hoisting in the last 12 months.

The Home has demonstrated achievement of this outcome.

## Governance

### Outcome 12 - Leadership & Management

#### **Outcome Assessed - Fully Met**

There is a registered manager in post. The registered manager has been in place since June 2024.

There are arrangements including within the rotas, for making sure that staffing levels are sufficient, staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs and personal preferences are accounted for where possible.

Managers are aware of the day-to-day culture in the service including the attitudes, values and behaviour of staff. They encourage staff to feel positive and proud to work in the organisation

The service promotes and supports fairness, transparency and an open culture for staff.

The manager makes sure that staff are supported, respected and valued. Their rights and wellbeing are protected and they are motivated, and caring.

The service shows honesty and transparency from all levels of staff and leadership following an incident. This is shared with people using the service and their families in line with the duty of candour. The service ensures people are supported when incidents occur.

Leaders have the skills, knowledge, experience and integrity they need to lead and inspire staff effectively.

The service has a clear vision and set of values and leaders make sure that these are promoted and understood by staff and embedded into practice.

The organisation promotes equality and inclusion within its workforce and all staff have up to date equality and diversity training.

The registered manager understands their responsibilities and are supported by the regional manager and the provider to deliver what is required.

All relevant legal requirements are understood and met, including CQC registration requirements, safety and public health related obligations, and the submission of notifications.

Staff are actively involved in developing the service.

The service has links with the local community which have a positive impact on the service.

The service works in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care and does so in an open, honest and transparent way.

The service has clear disciplinary procedures which are followed when it identifies that staff are responsible for unsafe practice.

**The Home has demonstrated achievement of this outcome.**

**Outcome 13 - Staffing, Recruitment, Support & Learning**  
**Outcome Assessed - Fully Met**

Staff receive appropriate induction upon commencement of employment.

Staff receive effective training in safety systems, processes and practices and this is reviewed regularly.

Staff receive feedback from managers in a constructive and motivating way, which enables them to know what action they need to take.

The service makes sure that responsibility and accountability is understood at all levels with clear and transparent processes in place for staff to account for their decisions, actions, behaviours and performance.

Staff are supported and protected when raising concerns and questioning practice including whistle-blowers.

Safety is promoted in recruitment practices, arrangements to support staff, training arrangements, disciplinary procedures and observations.

Staff respond in a compassionate, timely and appropriate way when people experience physical pain, discomfort or emotional distress.

People have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience.

Staff are supported to keep their professional practice and knowledge updated in line with best practice.

Staff know and understand what is expected of them and this is reinforced with regular support, supervision, appraisal and training.

Staff teams work collaboratively, share responsibility and can resolve conflict quickly and constructively. There are cooperative, supportive and appreciative relationships among staff.

There are systems of communication to ensure information is shared timely and appropriately so staff can carry out their roles and responsibilities effectively.

The service gives staff the time, training and support they need to provide care and support in a compassionate and personal way. Staff have time to listen to people, answer their questions, provide information and involve people in decisions

Generally, staff work together to ensure that people receive consistent, timely, coordinated, person-centred care.

**The Home has demonstrated achievement of this outcome.**

**Outcome 14 - Quality Assurance**  
**Outcome Assessed - Fully Met**

The service maintains a log of whistleblowing, staff concerns, safeguarding and accidents or incidents and investigates each incident thoroughly. Action plans are developed and monitored to ensure actions are completed.

When incidents occur, they are investigated and these can be analysed for common themes and trends in the CMS system however it could not always be evidenced that lessons are learned and action is taken to drive improvement.

The service ensures that its approach to quality is integral and all staff are aware of potential risks that may compromise quality.

The service enables and encourage accessible open communication with all people who use the service including their family, friends, staff and representatives.

People's views and experiences are gathered and acted on to shape and improve the services and culture.

Some resources and support is available to develop staff and teams and drive improvement, examples of these were provided by the manager.

Quality assurance systems enable the service to evaluate and learn from current performance ensuring continuous improvement and to improve future performance.

There was some evidence to confirm success and innovation is recognised, encouraged and implemented.

The service ensures that the delivery of care, treatment and support is inline with current local and national guidance.

The provider is accredited as standards met in the DPST Toolkit.

The Home has demonstrated achievement of this outcome.

**Outcome 15 – Complaints**

The findings below are from the Quality Standards Framework Report for South Highnam dated 21st February 2024 at which time the home was assessed as fully achieving the outcome. Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

**Source – QSF Report 21<sup>st</sup> February 2024**

*People who use the service are provided with information on how to make a complaint or raise concerns and this is regularly promoted.*

*The complaints process is accessible, is easy for people to raise a concern or complaint and is encouraged.*

*There were no formal complaints received by the service in 2023 however there are comprehensive complaints policies and procedures which outline how complaints would be handled effectively with openness, transparency and confidentiality and that the complainant will receive regular updates, a timely response and an explanation of the outcome including the appeals process.*

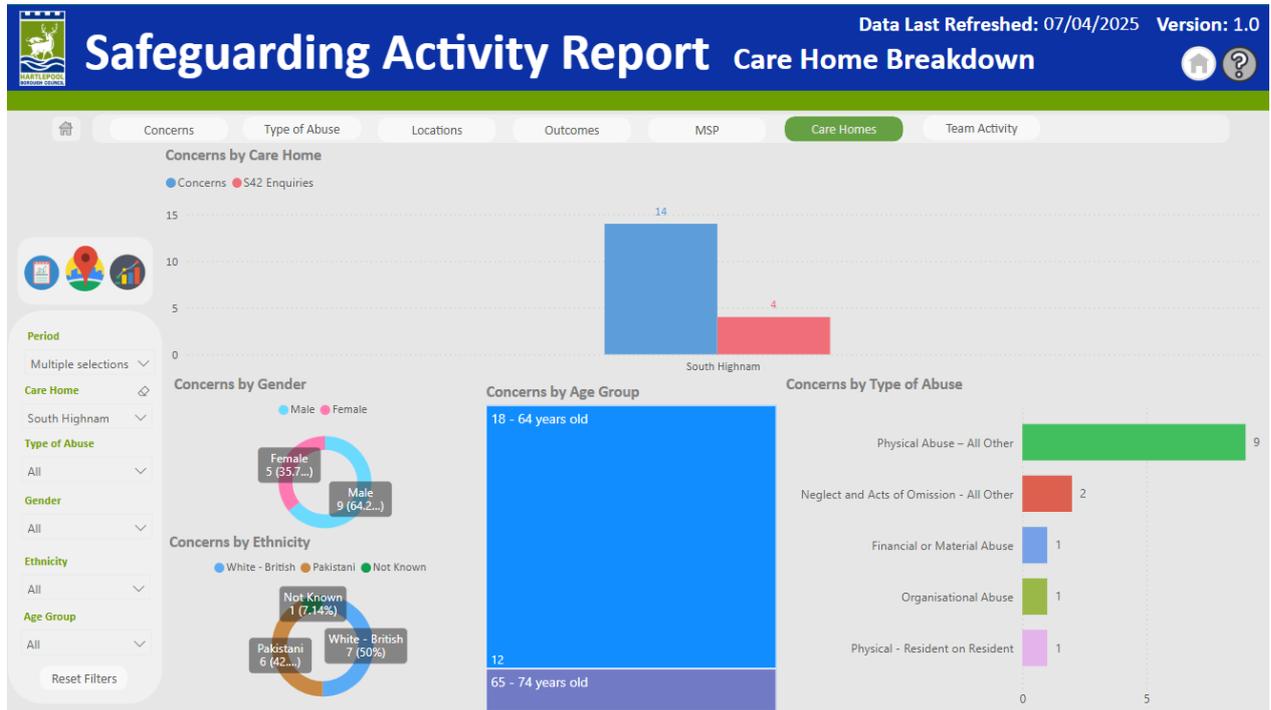
*Complaints policies and procedures describe how people who raise concerns or complaints are protected from discrimination, harassment or disadvantage and are supported throughout the process.*

*Concerns and complaints are used as an opportunity to learn and promote continuous improvement and examples of this were evidenced.*

*The Home has demonstrated achievement of this outcome.*

*It is recommended that the home maintains a concerns log to monitor all concerns received into the service to identify trends.*

## Appendix 1 - Safeguarding trends



## Appendix 2 – Medication logs

Service Name	2024													2025		
	Jan 2024	Feb 2024	Mar 2024	April 2024	May 2024	June 2024	July 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Year Total	Jan 2025	Feb 2025	Mar 2025
South Highnam	0	0	0	0	0	2	2	5	0		0		9	0		1

## Appendix 3 – medication report attached