

The Meath Trustee Company Limited

The Meath Epilepsy Charity

Inspection summary

CQC carried out an inspection of this care service on 21 February 2019. 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?

Requires Improvement 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

About the service: The Meath Epilepsy Charity is registered to provide accommodation with personal care for up to 84 adults who are living with epilepsy and may have associated learning and or physical disabilities. There are eight individual houses within the service, each of which has a manager and senior staff team. There are communal resources available to all those living at The Meath including a café, skills centre and gym. At the time of our inspection there were 79 people living at The Meath.

People's experience of using this service: People and relatives provided consistently positive feedback regarding the service provided at The Meath. Despite these comments we found some areas of the service required improvement. There was a lack of managerial oversight of the service which had led to inconsistencies in people's care. Quality audits were not effective in ensuring that people received a safe, effective and well-led service.

Where safeguarding concerns had arisen, these had not consistently been shared with the safeguarding authority or the Care Quality Commission (CQC). There was a lack of consistency regarding how risks to people's safety and well-being were managed. Records were not always updated as required and some information regarding people's care was contradictory. Staffing across the service was not centrally monitored. This meant that the management had failed to identify some houses were short staffed on a weekly basis. People's rights were not fully respected as the principles of the Mental Capacity Act 2005 were not always followed.

People lived in a caring and responsive environment. Staff supported people with kindness and knew people well. There was a relaxed atmosphere with lots of laughter between people and staff. People were encouraged to maintain and develop their independence and there was a positive attitude to risk-taking in some areas. The environment was safe and maintained to a high standard. Each house was homely and people's rooms were highly personalised.

There was a wide range of activities available to people both within The Meath and in the wider community. There was a clear focus on promoting awareness of people living with epilepsy. The service was committed to maintaining a high community presence and continued to run and take part in a number of local social enterprise schemes. Feedback was sought from people, relatives and staff on a regular basis. The outcomes of surveys were positive and regular compliments were received regarding the service provided.

Rating at last inspection: At the last inspection the service was rated Outstanding (report published on 12 September 2016)

Why we inspected: This was a planned comprehensive inspection based on our previous rating

Follow up: We will continue to monitor the service to ensure that people receive safe, compassionate, high quality care. We will check that the provider has made the improvements we identified as necessary through further inspections.

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

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**