






SEA Recruitment Services Ltd

SEA Recruitment Services Ltd

Inspection summary

CQC carried out an inspection of this care service on 16 March 2020 and 27 March 2020. This is a summary of what we found.

Overall rating for this service	Outstanding 
Is the service safe?	Good 
Is the service effective?	Outstanding 
Is the service caring?	Outstanding 
Is the service responsive?	Good 
Is the service well-led?	Outstanding 

About the service

SEA (Signing Enabling Access) Recruitment Services Ltd provides personal care and support for deaf people with other needs, such as a learning disability and/or autism, sight impairment or a physical health condition. SEA Recruitment provides support to people in their own homes, residential and care homes or hospitals. The service also provides support to seven people living at Beach House, a supported living home.

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.

There were 31 people who received personal care as regulated by the Care Quality Commission (CQC) at the time of our inspection.

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 supported by SEA benefited from an outstandingly effective, caring and well-led service.

People received an exceptionally effective level of person-centred care and support, which led to positive outcomes and met their needs in a holistic way. The focus of people's support was to provide them with opportunities and become more independent. People's unique characteristics were not considered a barrier to their achievements. This was because the culture of the service was underpinned by the principles and values of Registering the Right Support and staff were able to communicate with people in the most effective way possible.

There was a well-defined inclusive culture and staff supported people to achieve life changing positive outcomes. Staff were motivated and passionate about making a difference to people's lives and helping them to achieve their goals.

Staff had a unique insight into people's care and support needs borne out of a genuine empathy for the people they supported. All staff used sign language to communicate with people all of who were non-hearing. The service provided staff with training which was tailored for their needs as well as of those they supported.

People and their relatives had confidence in the staff who took care of them. People were matched with staff based on shared interests and personalities. We received extremely positive feedback about the service people received, comments focused on social inclusion, well-being and individualised care. Relatives were keen to tell us how staff went 'above and beyond' and always went the 'extra mile.'

People were supported in such a way that allowed them 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.

The service applied the principles and values of Registering the Right Support and other best practice guidance. These ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence.

The registered managers adopted extremely innovative approaches which were effective at greatly enhancing the quality of the lives of people using the service.

Managers led by example and were integral in promoting a highly positive culture within the service which led to the delivery of tailor made care which was as unique as each person receiving it.

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

Rating at last inspection

At our last inspection, the service was rated "Good." (Report published September 2017).

Why we inspected

This was a planned inspection based on the rating of the last inspection.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection 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**