

Housing 21

Housing 21 - Summer Field Court

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

Housing 21 – Summer Field Court is an extra care facility providing personal care for people in their own flats. There were 72 flats in total, of which 36 people were in receipt of care at the time of our inspection. The complex has a range of on-site facilities including three communal areas, communal gardens, a laundry, shops and a hairdresser.

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

People's risks were managed safely and lessons had been learned when things had gone wrong. Systems to assess the safety and quality of the service had been improved.

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 23 October 2019).

Why we inspected

The inspection was prompted in part by notification of a specific incident following which a person using the service sustained a serious injury.

The information CQC received about the incident indicated concerns about the management of risks, specifically how risks were recorded and reported. This inspection examined those risks.

Targeted inspections do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question. During this inspection we reviewed the part of the key questions of safe.

The overall rating for the service has not changed following this targeted inspection and remains good.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this report.

Follow up

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

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

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Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements following a specific concern we had about how risks to people were assessed and their safety monitored.

Inspection team

The inspection was undertaken by one inspector.

Service and service type

This service provides care and support to people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted single household accommodation in a shared site or building. The accommodation is bought or rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people's personal care and support service.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service one hours' notice of our inspection as we needed to be sure the registered manager was on-site to support the inspection.

What we did before the inspection

We reviewed information we had received about the service since the last inspection including from the local authority who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took

this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with the registered manager and the assistant care manager.

We reviewed a range of records. This included two people's care records including their risk assessments and management plans. We reviewed the accident and incident recording systems and the associated quality assurance records.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check whether the provider had met the requirements following a specific concern we had about how risks to people were assessed and their safety monitored. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Since the incident which prompted our inspection, the registered manager had reviewed people's care planning records and their risk assessment documentation to ensure these were detailed and reflected people's current care and support needs.
- Staff had received additional moving and handling training, and documentation and recording training.
- The registered manager and the assistant care manager provided additional support for staff through supervisions to ensure they knew how to report accidents, incidents and concerns in a timely way.

Learning lessons when things go wrong

- A new electronic system had been implemented to log and record all accidents and incidents.
- The system was monitored by the provider's health and safety manager and the safeguarding lead to ensure staff were consistently recording details of accidents and incidents and to ensure actions were taken in a timely way.
- The system identified themes and trends of accidents and incidents and these were reviewed by the registered manager and actions put in place to mitigate the risk of a reoccurrence.