

ROCCS Residential Community Care Services Limited

Brent Cottage

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Brent Cottage is a residential care home providing accommodation for up to five people with a learning disability or autistic. At the time of the inspection five people were living at Brent Cottage.

People's experience of using this and what we found

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

This service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. People had choice and control of their support and we saw examples of this. People told us they were involved in things they enjoyed doing and staff were kind and caring. The staff spoke about how they were led by the people they supported and made sure people were supported to be independent and have empowered lives.

The provider acknowledged improvements were needed to the décor of the communal areas of the home and had developed a service improvement plan to highlight the works that were going to be completed.

Staff felt they had the right skills to support people and training had been completed to help support people's specific needs.

Staff felt supported by the management team and felt that during the COVID-19 pandemic they had come together as a team.

Infection prevention control measures were in place to keep people and staff safe. The provider had robust contingency plans in the event of an outbreak.

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 28 June 2019)

Why we inspected

We undertook this targeted inspection to check on a specific concerns received about the wellbeing of people being supported at Brent Cottage. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to check specific concerns. They 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.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

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

Is the service effective?

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

Is the service well-led?

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

Brent Cottage

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we received about the wellbeing of people being supported at Brent Cottage.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was completed by one inspector.

Service and service type

Brent Cottage is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals 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. We used all this information to plan our inspection.

During the inspection

We spoke with three people who used the service and two relatives about their experience of the care provided. We spoke with four members of staff including the registered manager and care workers. We observed the care to help us understand the experience of people.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed a range of records. This included people's support notes, satisfaction surveys and 'resident meeting' minutes. We also looked at staff training records. A variety of records relating to the management of the service, including policies and procedures were reviewed. We spoke with one professional who visited the service.

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 a specific concerns received about the wellbeing of people being supported at Brent Cottage. We will assess all the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

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 have specific concerns about.

The purpose of this inspection was to check a specific concerns received about the wellbeing of people being supported at Brent Cottage. We will assess all the key question at the next comprehensive inspection of the service.

Staff support: induction, training, skills and experience

- Staff had the right skills and knowledge required for their role. One staff member said, "Training is very important for our role and we have regular training. At the moment we are doing it virtually."
- Staff had specific training which benefited the support people received. For example, staff had received positive behaviour support training, autism and learning disability training.
- Staff had the opportunity to feedback on the service through supervisions, team meetings and staff surveys. Staff acknowledged that it has been a difficult year due to the COVID-19 pandemic, however they felt that they were supported and listened to by the registered manager.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

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 have specific concerns about.

The purpose of this inspection was to check a specific concerns received about the wellbeing of people being supported at Brent Cottage. We will assess all the key question at the next comprehensive inspection of the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- CQC received concerns that people's wellbeing and support needs were not being met. We found people were treated with respect, had choice and control of their support and their needs were being met.
- The service identified where people needed to have their support adapted or changed and they liaised with health professionals. For example, one person was moving into their own property. This was a positive move for them to continue with living independently.
- People were supported in a person-centred way and were involved in shaping their support. We observed people being comfortable in their own home and the support was led by the person. People were encouraged to build on their independence and express what they wanted. One person said, "I like living here, I choose what to do. I choose what I want to eat, I choose when I want to go out. I help out with cooking." One relative said, "[Person] is supported well and loved by staff. [Person] has control of day to day decisions."
- Staff spoke to people in a kind and compassionate way. Staff spoke passionately about their job and how they have encouraged people to grow in independence and confidence. One staff member said, "We always ask if they would like support and put the choices to them. People living here have progressed so much and become more independent. One person was very quiet but has grown in confidence which is great to see."
- Staff felt supported by the registered manager and felt comfortable in talking to the management team where they needed support. One staff member said, "The managers are really supportive, they are a nice company to work for. The staff team are doing really well, and we work well as a team."
- A relative said, "Staff and management are excellent within the constraints that they have had during the lockdown period. They have kept me informed and at times enlisted my aid to try to get [Person] to take better control of her day."

Working in partnership with others

- The management worked in partnership with health and social care professionals to meet people's needs effectively.
- One professional said, "The team have generally tried to offer person centred support, with an understanding of the residents as individuals. I have a close working relationship with the manager. I have found her responsive and keen to be involved in discussions around the health and management of the

residents."