

Housing 21

# Housing 21 - Rohan Gardens

## Inspection report

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23 August 2022

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Rohan Gardens is an extra care service, which provided personal care to people living in their own homes in a 42-apartment residential area of Warwick. People are supported by staff during pre-arranged care calls. At the time of our inspection there were 20 people using the service.

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

There had been improvements in the way service promoted people's safety and was led.

People were confident staff would assist them if they required any support with their safety. Risks to people's safety were now appropriately assessed and monitored. People's care plans and risk assessments were regularly updated as their needs changed. Staff had completed training linked to people's specific safety needs and promptly took action to support people when they wanted assistance. People were supported to have the medicines they needed to remain well. Staff took action to reduce the likelihood of the spread of infections.

People were supported to have 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.

Improvements had been made to the way the service was managed and monitored. Governance systems now alerted the registered manager to any concerns or improvements required in the safety and quality of the service. There was a positive and open culture within the service. People had opportunities to share their views about the service and were complimentary about the support they received. People and staff told us the registered manager was visible and approachable. The service worked positively in partnership with health and social care colleagues to meet people's needs.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

### Rating at last inspection and update.

The last rating for this service was requires improvement (published 26 February 2021) and there were breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

### Why we inspected

This inspection was prompted by a review of the information we held about this service, including the findings at our last inspection.

We carried out an announced focused inspection of this service on 28 January 2021. Breaches of legal requirements were found. The provider completed an action plan after the last inspection to show what they would do and by when to improve the management of people's safety and how the service is run.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed from requires improvement to good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Housing 21- Rohan Gardens on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

# Housing 21 - Rohan Gardens

## **Detailed findings**

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

#### Inspection team

The inspection visit was carried out by two inspectors.

#### 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.

#### Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was announced. We gave the service 24 hours' notice of the inspection. This was because we needed to be sure the registered manager would be available to support the inspection and people would

be at home to speak with us.

Inspection activity started on 22 August 2022. We visited Rohan Gardens on 23 August 2022.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used information gathered as part of monitoring activity that took place in June 2021 to help plan the inspection and inform our judgements.

We used all this information to plan our inspection.

#### During the inspection

We spoke with five people who received care from the service and two relatives. We spoke to the registered manager and three care staff. We reviewed a range of documents including three people's care records, three staff recruitment files, staff training records, quality audits and checks the registered manager completed to assure themselves people received safe and good quality care.

# Is the service safe?

## Our findings

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

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Preventing and controlling infection

At our last inspection the provider had failed to consistently ensure staff were given the guidance they needed to support people to manage their safety and health risks, or to ensure people's care records reflected their current needs. In addition, the provider had not put systems in place to ensure the risk of infections was always reduced. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- People told us they could rely on staff to support them to manage risks to their safety. This included specific support to manage risks associated with their health conditions. This helped people to remain safe and well.
- Staff had a good understanding of people's risks and knew what action to take if people needed support. For example, in relation to falls management, assisting people to move around their homes and promoting people's wellbeing.
- Staff said people's care plans and risk assessments now provided detailed guidance to support them to manage people's safety and health risks. One staff member told us, "They [care plans and risk assessments] tell us everything, people's medical histories, medication needs and risks."
- We found people's risk assessments and care plans were regularly updated and reflected their current needs. This helped to ensure people's safety needs and preferences were met.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was using PPE effectively and safely. Staff had now undertaken further infection prevention control training, such as the correct sequence to put on and take off PPE. In addition, staff had a good knowledge of safe disposal of any contaminated items.
- We were assured that the provider was making sure infection outbreaks could be effectively prevented or managed. For example, senior staff ensured staff were following current guidance to reduce infections.

Systems and processes to safeguard people from the risk of abuse

- People were positive about the way staff supported them and were confident staff would help them if they were at risk of abuse. One person told us about the care they received and the positive impact this had on their whole family. The person said, "We feel really safe, [staff are] all wonderful."
- Staff had been supported to develop the skills needed to recognise signs of abuse and what action to take to protect people.

- Staff were confident the registered manager would immediately provide support to protect people from harm, should this be required.
- The registered manager knew how to obtain extra help for people from other health and social care professionals, when appropriate.

#### Staffing and recruitment

- People told us staff attended their care calls at the agreed times and regular staff safely delivered their care. This helped to ensure people received care they wanted.
- Staff told us their views were considered when staffing levels were planned. Staff gave us an example showing the registered manager had changed staffing arrangements at their suggestion, to ensure people's needs were consistently met.
- The provider checked the suitability of staff before they were employed. For example, checks were undertaken with the Disclosure and Barring Service (DBS). DBS provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

#### Using medicines safely

- People told us staff carefully checked their medicines before they administered them, to ensure these were given as prescribed.
- Staff were not allowed to administer people's medicines until they had been trained to this. Staff had ongoing medicines competency checks to make sure they were still safely administering people's medicines.
- People were supported by staff to safely store medicines in their own homes to keep them safe. This included checking people's medicines were within date.
- Staff had a clear understanding of people's medicinal needs and knew what action to take in the event of any medicine errors, should these occur. For example, promptly seeking advice from other health and social care professionals so people had the support they needed.
- The registered manager and senior staff regularly audited people's medicines to check they had their medicines safely.
- A medicines champion had been introduced to provide additional support to people and further assurance to ensure people received medicines as prescribed.

#### Learning lessons when things go wrong

- People's safety was promoted through reviews of any significant safety incidents or near misses. Staff gave us examples showing how people, relatives and staff worked together, to reduce the likelihood of further incidents or harm.

# 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 our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Continuous learning and improving care

At our last inspection the provider had failed to always assess and monitor the quality of the service. In addition, the provider had failed to ensure The Care Quality Commission was promptly notified of the registered manager absence. These were breaches of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Good governance and Regulation 15 of the Care Quality Commission (Registration) Regulations 2009, Notices of changes.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17 and regulation 15.

- The registered manager understood which key events needed to be reported to The Care Quality Commission and took appropriate action to ensure this was promptly done.
- People told us staff understood their roles and how to care for them. One person told us, "They [staff] know how to look after me."
- Staff were guided to provide care and support to meet people's needs and choices. People's care records gave staff the information they needed on how to support people safely, including identifying and monitoring people's risks, so their preferences were met, and they remained well.
- Governance systems to monitor the quality of the service had improved. These included spot checks on staff practice, audits on the quality and safety of the service and regular checks on people's safety, to drive through improvements in people's care. For example, audits had identified some medication errors. The registered manager had promptly taken action to mitigate further occurrences.
- A medicines "champion" role had been introduced by the registered manager to provide extra guidance to staff. This provided further assurance to the registered manager that people's medicines were stored safely and administered as prescribed.
- The registered manager now received regular support. This included quality assurance visits from the provider's regional manager. Further support was made available to the registered manager through monthly meetings with the provider's other registered managers. This helped to ensure opportunities to develop people's care and the service further were identified and actioned.
- Staff were guided to understand what was expected of them through handover meetings and regular one-to-one meetings with their managers.

- People and staff knew who the registered manager was and were complimentary regarding the way the service was run. People and relatives told us communication was open which encouraged them to ask for the care they wanted. One person told us, "The registered manager is one of the best, she's great and always visible."

- The registered a manager had created an open culture and staff felt their opinions mattered. One staff member told us, "At last inspection I was ready to leave, now I wake up wanting to come to work. The registered manager is always available and approachable."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- People told us they were listened to and were confident any suggestions or concerns they raised would be resolved. People were encouraged to share their views of the service through regular and well attended residents' meetings. Where suggestions had been made, the registered manager acted on these. For example, how people wished to celebrate important events.

- Staff's views were also sought through feedback surveys. Where any actions had been identified to improve the service further, these were listened to. This included the introduction of further ways of supporting staff to provide good care to people.

- People and their relatives were positive about the care provided. One relative told us about the family members complex care needs. The relative said, "I can't praise the carers and manager highly enough".

- The registered manager understood their obligations to be open and honest should something go wrong with someone's care.

Working in partnership with others

- The service worked in partnership with health and social care colleagues to meet people's needs. For example, staff worked closely with external health professionals to develop their skills to meet specific needs of people using the service.

- Health and social care professionals were positive about the working relationships they had developed with the service. One professional told us "Staff are really good at liaising with me to make sure care plans are right, and changes are made instantly when needed. The communication with myself and [people] is fantastic."