

## Southside Partnership

# Southside Partnership - 227 Norwood Road

## Inspection report

227 Norwood Road, London, SE 24 9AG  
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### Ratings

#### Overall rating for this service

Requires improvement 

Is the service safe?

Requires improvement 

Is the service well-led?

Requires improvement 

### Overall summary

We carried out an unannounced comprehensive inspection of this service on 23 January 2015. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to; safety and suitability of premises and their registration condition requiring a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

We undertook this focused inspection on 29 July 2015 to check that they had followed their plan and to check that they now met the legal requirements inspected. This report only covers our findings in relation to those

requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Southside Partnership – 227 Norwood Road on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At our previous inspection we found that suitable premises were not provided for people. There were stains and spills throughout the building, and damage to paintwork. There were cracks in the walls and water damage in the bathroom.

Since our comprehensive inspection the service had been deep cleaned and the majority of rooms had been freshly painted. The service had agreed with the housing provider to have the kitchen and main bathroom renovated. The service was now meeting the regulation relating to safe and suitable premises.

At our previous inspection we found the service did not have a registered manager. This inspection confirmed the

# Summary of findings

service still had no registered manager and continued to be in breach of this condition of their registration. The service was in the process of recruiting a new permanent manager. This breach will be followed up during our next comprehensive inspection of the service.

# Summary of findings

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

We always ask the following five questions of services.

### Is the service safe?

We found that action had been taken to improve the safety of the service. The service had been deep cleaned and the majority of rooms had been freshly painted. The service continued to liaise with the housing provider and the kitchen and main bathroom was due to be renovated.

Staff made checks to ensure a safe environment was provided, including checking gas and electrical appliances.

We could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

**Requires improvement**



### Is the service well-led?

The service continued to require improvements to ensure the service was well-led and they remained in breach of their registered manager condition.

The manager of the service had handing in their notice and was due to leave the service a few weeks after our inspection. Interim arrangements were identified to manage the service whilst a new permanent manager was recruited.

**Requires improvement**



# Southside Partnership - 227 Norwood Road

## Detailed findings

### Background to this inspection

We undertook an unannounced focused inspection of Southside Partnership – 227 Norwood Road. This inspection was done to check that improvements to meet legal requirements planned by the provider after our inspection on 23 January 2015 had been made. The team inspected the service against two of the five questions we ask about services: is the service safe? Is the service well-led?

Two inspectors undertook the inspection on 29 July 2015.

Before the inspection we received a call from the provider's service manager to discuss management changes at the service. During our inspection we visited the service to look at the environment. We spoke to two people using the service. We spoke to the deputy manager, the provider's supported housing assistant and a representative from the housing provider. We reviewed health and safety records. After the inspection we spoke to the provider's head of housing.

# Is the service safe?

## Our findings

At our previous inspection we found that whilst a safe environment was provided, the premises were not suitable and required improvement. General cleaning and maintenance were required. There were spills and stains on the walls, cracks in the walls and water damage in one of the bathrooms. The service was in breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

At this inspection we found that improvements had been made and the service provided a safe and suitable environment. The provider had organised a deep clean of the service.. The majority of the service had been repainted and walls were free from cracks, spills and stains.. The main bathroom still had some water damage to the floor. A new shower curtain was in place to reduce further damage and the provider continued to have discussions with the housing provider about further work required. Full renovation of the kitchen and the main bathroom were due

to take place. There was one broken internal window and arrangements had been made for that to be replaced the week after our inspection. There were no other outstanding maintenance issues?. People told us they were happy with their rooms. It provided them with what they required and everything was in working order.

Staff undertook checks to ensure the service was safe. We saw that gas, electrical and water safety checks had been completed. A fire risk assessment was completed. There were fire extinguishers and smoke alarms throughout the building, and in working order. The service had adequate lighting, heating and ventilation. Windows had restrictors in place to ensure people had access to fresh air whilst maintaining their safety.

We found the service was now meeting Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which equates to Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

# Is the service well-led?

## Our findings

At our previous inspection we identified that the service did not have a registered manager as required by the conditions of their registration with the Care Quality Commission.

At this inspection we were informed that the manager of the service had resigned and would no longer be

progressing with their application to become the registered manager. The service had identified interim arrangements to provide the service with management and leadership whilst they recruited a permanent manager.

The service continued to be in breach of Regulation 5 of the Care Quality Commission (Registration) Regulations 2009. This will be reviewed at the service's next comprehensive inspection.

This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

### Regulated activity

Accommodation for persons who require nursing or personal care

### Regulation

Regulation 5 (Registration) Regulations 2009 Registered manager condition

The service provider in respect of the regulated activity did not adhere to the registered manager condition. Regulation 5 (1) (a).