

Voyage 1 Limited

# Roselea

## 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

Roselea is a care home that provides accommodation and personal care for up to 11 adults with a learning disability and/or autism in one adapted building. At the time of the inspection 11 people were living at the service.

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

Systems were in place to protect people against identified risks from choking. Care plans and risk assessments provided clear guidelines.

Where safety incidents occurred, these were analysed for any lessons to be learned. People's risks were reviewed with health professionals and action taken to keep people safe. Staff knew how to act in the event of a choking incident and were confident to manage each person's risk

We were assured the service was following safe infection prevention and control procedures to keep people safe.

We found several examples of good infection control practices. These included; ensuring people went to venues for activities which were COVID-19 secure.

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had following a choking incident. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on Warning Notices or 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 found no evidence during this inspection that people were at risk of harm from these concerns.

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 coronavirus and other infection outbreaks effectively.

Please see the safe section of this full report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Roselea 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 until we return to visit as per our

reinspection 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**

# Roselea

## 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.

This was a targeted inspection to check on a specific concern we had about the risks associated with choking.

#### Inspection team

This inspection was carried out by two inspectors.

#### Service and service type

Roselea 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

We gave the service 48 hours' notice of the inspection. This was because we needed to be sure that the registered manager would be available to support the inspection.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We used all of this information to plan our inspection.

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 four members of staff including the registered manager and the deputy manager. We spoke with two people who used the service as we looked over the premises. We reviewed relevant parts of three people's care records.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at quality assurance records and policies and procedures.

# 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.

### Assessing risk, safety monitoring and management

- Where people had been assessed as at risk of choking they had support plans in place to manage the choking risk. These included guidelines from speech and language therapists and guidelines on the use of a de-choking device.
- People had eating and drinking guidelines in place to manage and reduce the risk of choking. Staff were aware of the actions to take to ensure people received their meals in a suitable and safe way.
- A choking policy and protocol was in place to guide staff with managing choking incidents and ensuring the safety of people at risk of choking. Information about managing choking was displayed in the kitchen for staff reference. Choking management and people's eating and drinking guidelines were to be discussed at the next staff team meeting.
- Staff had received specific training in the use of a de-choking device and all staff had received first aid training. Staff were clear about how to identify if a person was choking and the actions to take if choking occurred.
- Staff provided supervision to people at meal times to ensure any incidents of choking could be quickly dealt with.

### Learning lessons when things go wrong

- Accidents and incidents were recorded and analysed through the provider's reporting system. These were checked by the provider's quality team for any lessons that could be learned.
- We checked accident and incident reports for the 10 months prior to our inspection visit and there were no recorded incidents of people choking.

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.