

National Autistic Society (The) Knoll House

Inspection report

Somerset Court
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19 November 2020

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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

Knoll House is a detached bungalow situated in the extensive grounds of Somerset Court which is owned by the provider. The home accommodates seven people who have autism and complex support needs. At the time of the inspection seven people were living at the home.

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

There were measures in place to minimise the risks relating to choking. Staff were aware of the risks and control measures in place. Systems had been implemented to ensure all staff working in the service were aware of the risks and how to mitigate them. Staff confirmed there had been learning since the last inspection. They confirmed they were kept up to date with new information and communication in the home was good.

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 Requires Improvement (published 12 November 2020).

At the last inspection we served a Warning Notice on the provider in relation to Regulation 12, Safe care and treatment. 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 Regulation 12.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met on a specific concern we had about risks relating to choking. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

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.

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 requires improvement. 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

Knoll House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12, (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a specific concern we had about risks relating to people choking.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Knoll House 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.

Notice of inspection

We gave 24 hours' notice of the inspection to ensure we could manage the risks related to COVID-19.

What we did before the 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 reviewed four people's care records. We also reviewed records relating to the management of the service such as meeting minutes, training records and audits. We carried out a short visit to the service to complete observations. We spoke with the registered manager.

After the inspection

We spoke with three staff via video calls. We requested feedback from one health professional.

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 Requires Improvement. This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed. 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 if the provider had met the requirements of the Warning Notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risks relating to people choking had been assessed and mitigated. People at risk of choking had been recently assessed by the Speech and Language Therapy team (SALT) to decide the safest way to support them to eat safely whilst managing a healthy diet. The SALT guidance was available in the care plans reviewed. The registered manager had contacted the SALT team with queries relating to people's diets to ensure they received safe and as least restrictive meal choices.
- Best practice guidelines are that a SALT assessment should not be transcribed into a person's care plan as it presents a risk that information could be missed or inadvertently modified. The risk assessments and care plans were clear about directing staff to the original SALT assessment and guidance.
- Risk assessments were completed and reviewed when required. Staff were aware of the control measures in place.
- Staff told us communication was good in the home and any changes in people's needs or concerns were reported and escalated by the team.
- Staff told us since the last inspection the SALT eating and drinking plans contained a lot more detailed information about what people could and couldn't eat.
- Staff told us that they had completed training relating to people's eating and drinking risks. They said they worked well as a team and ensured guidance was followed.
- The registered manager told us how people's risks and guidelines were discussed at handover, staff meetings and staff supervision.
- The registered manager had oversight of people's risk assessments and records, and the provider had systems in place to monitor these.