

Accredo Support and Development Ltd

# Accredo Support & Development LTD

## 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 well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

Accredo Support & Development LTD is a supported living provider. It provides personal care, support and day services to people who are living in the community within supported living schemes. It provides a service to people living with learning disabilities, autism and mental health needs.

### Supported living

Eighteen schemes operate over Leicester, Leicestershire and Coventry and are a combination of separate flats and shared houses. Each scheme varies and some people will have a self-contained flat, whilst others will have their own bedroom but share facilities with other people. Each scheme is different with some having a separate bedroom for staff sleeping there over-night, whilst some only have an office space for staff who are awake through the night.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided. Ten people were receiving support with personal care at the time of inspection.

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

The service had infection, prevention and control measures in place to protect people from the risk of infections and COVID-19.

Staff were provided with COVID - 19 guidance and regular spot checks were undertaken to ensure these were adhered to.

The manager had systems in place to ensure effective governance and oversight of the service during the pandemic.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 26 February 2020). Since this rating was awarded the registered provider of the service has moved premises. We have used the previous rating to inform our planning at this inspection.

### Why we inspected

We undertook this targeted inspection to check specific concerns we had received regarding infection control and prevention.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Accredo Support & Development LTD on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

#### Follow up

We will 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 well-led?**

We have not awarded a 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**

# Accredo Support & Development LTD

## **Detailed findings**

### Background to this inspection

We carried out this targeted inspection to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

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 carried out by one inspector.

#### Service and service type

This service provides care and support to people living in a number of 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

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 it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

#### 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.

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.

During the inspection

We spoke with the registered manager as well as two members of care staff. We reviewed a range of records including three care plans, risk assessments and training records. We also looked at a variety of other records relating to the management of the service.

After the inspection

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

# Is the service safe?

## Our findings

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. We will assess all of the key question at the next comprehensive inspection of the service.

The purpose of this inspection was to ensure the provider had effective systems in place to manage and prevent the risk of infections, including COVID-19.

### Preventing and controlling infection

- The service had robust policies and procedures in place covering infection, prevention and control.
- Staff were provided with specific COVID – 19 training in a supported living setting. Furthermore, training records confirmed staff had received infection, prevention and control training.
- The registered manager had developed a COVID – 19 tracker that identified when people were positive with the illness and when their isolation date ended. This provided them with a detailed overview of the service and enabled them to manage effectively during the pandemic.
- The service had an adequate supply of PPE and management conducted spot checks of staff to ensure they were wearing it appropriately. This was confirmed by staff members.
- Comprehensive COVID – 19 specific risk assessments were conducted on both staff and service users to ensure risks associated with the pandemic were mitigated against.
- The provider sent guidance to registered managers, keeping them updated about government guidance.

# Is the service well-led?

## Our findings

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. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The manager undertook audits in a key number of areas including infection control. There were systems in place to prompt supervision, training and competency checks.
- Staff were clear about their role and told us they were supported to do it.
- The manager had made notifications to CQC and the local authority as required to do so.

Continuous learning and improving care

- There was a strong focus on learning and improvement. The registered manager attended internal weekly meetings to share knowledge and lessons learnt from the current COVID 19 pandemic.

Working in partnership with others

- The service worked openly with external agencies. The registered manager told us they had positive working relationships with health and social care professionals. The service had recently worked with the local authority to train staff in managing COVID 19 effectively.