

Balance (Support) CIO Woodbury

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

Woodbury is a residential care home providing personal care to up to 15 people. The service provides support to people with mild to severe learning disabilities or autistic spectrum disorder. At the time of our inspection there were 5 people using the service. The care home accommodates people in one adapted building in Surbiton.

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

The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people. We considered this guidance as there were people using the service who have a learning disability and or who are autistic.

Right Support

The service worked well with other agencies to do so. The service had enough staff, including for one-to-one support for people to take part in activities and visits how and when they wanted.

Right Care

Staff supported people to express their views using their preferred method of communication. People had the opportunity to try new experiences, develop new skills and gain independence.

Right Culture

The registered manager worked hard to instil a culture of care in which staff truly valued and promoted people's individuality, protected their rights and enabled them to develop and flourish. Staff felt respected, supported and valued by senior staff which supported a positive and improvement-driven culture.

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.

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 good (published 6 June 2019).

Why we inspected

We undertook this inspection as part of a random selection of services rated Good and Outstanding.

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 COVID-19 and other infection outbreaks effectively.

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 remained good.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Woodbury on our website at 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 well-led?

Good 

The service was well-led.

Details are in our well-led findings below.

Woodbury

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.

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 two inspectors.

Service and service type

Woodbury is a care home. People in care homes receive accommodation and personal care as a single package under one contractual agreement dependent on their registration with us. Woodbury is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

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

Notice of inspection

The inspection was unannounced.

What we did before the inspection

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. 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 all this information to plan our inspection.

During the inspection

People living at the service were unable to speak with us during the inspection. We contacted 2 relatives and 3 healthcare professionals to gather their views of the service. We also spoke with 3 staff members including a care worker, the house manager and the registered manager by telephone. We reviewed records in relation to auditing systems, staff and house meeting minutes and policies and procedures.

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 good. The rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Any conditions related to DoLS authorisations were being met.
- Staff had a comprehensive understanding of their role and responsibilities in line with legislation.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements and Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- At the time of the inspection the service was in the process of closing and people were being supported to move to new accommodation in line with their best interest meeting outcomes.
- The service continued to be well-led. Staff had a clear understanding of their duties and confirmed they worked well as a team.
- The registered manager had effective oversight of the service. Regular audits were undertaken to ensure issues were identified quickly and action taken to mitigate any negative impacts on people.
- We reviewed the most recent completed audits and identified these covered, for example, risk assessments, finances, health action plans, staff recruitment files, training matrix and complaints. At the time of the inspection there were no outstanding actions identified from the audit.
- People's views continued to be sought to drive improvements.
- People's views were sought through frequent keyworker and house meetings. A keyworker is a designated staff member who is the point of contact for the person, relatives and healthcare professionals. We reviewed the October and November 2022 house meeting minutes and found people discussed 'moving to their new homes', new menus, plans for the Christmas period and how to keep safe.

- The service also sent people's relatives a survey to complete annually, to ensure their views were sought. Records showed, the surveys were well received, and suggestions put forward by relatives were actioned.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People continued to benefit from receiving a service that placed them at the centre of the service and sought positive outcomes for them.
- The service had a positive and inclusive culture where staff had developed positive working relationships with the people they supported. People were encouraged to be as independent as possible and to reach their potential.
- Staff and healthcare professionals were complimentary about the management of the service. A staff member said, "[The registered manager's] competent, he does what he is supposed to do for the staff. Yes, I can approach him, he's professional." Throughout the inspection we observed people and staff members seeking guidance and advice from the service manager, which was readily available.
- People received support from a service that had a well-established management structure. Staff were aware of who they should report matters to and confirmed they were comfortable in doing so.

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

- The registered manager understood their responsibility to notify the Care Quality Commission of reportable incidents and their responsibility under the duty of candour.

Working in partnership with others; Continuous learning and improving care

- The provider encouraged partnership working with external services to drive improvements. Records showed guidance and support provided was then implemented into the care delivery.
- The service placed importance on improving the care provided. A healthcare professional said, "Woodbury senior management team sends me regular updates on how [my clients] are doing and when there are changes in people's needs."
- After this inspection the house manager sent us updated records to demonstrate responsive action to feedback provided at this inspection.
- We will continue to monitor their progress at the next inspection.

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 supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- 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.

Visiting in care homes

- The home ensured that current government guidance and best practice was adhered to; to ensure people visiting the home did so safely.

