

Royal Mencap Society

Royal Mencap Society - 45 Park Road

Inspection report

45 Park Road
Loughborough
Leicestershire
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24 February 2020

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20 March 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Royal Mencap Society 45 Park Road is a residential care home providing personal care to people with a learning disability and autism. The service can support up to eight people. At the time of this inspection five people were living at the service.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

The registered manager and provider had an improved oversight of the service and had acted to address issues identified during our last inspection.

Environmental risks had been addressed, to ensure these did not pose a risk to people.

Accident and incident reports were reviewed by the registered manager to ensure lessons learned were identified and measures put in place to reduce risks to people. People's falls risk assessments had been reviewed, and the service had liaised with professionals about people's falls risk.

Risks to people in the event of a fire had been reduced as there were enough staff to support people to safely leave the service in the event of a fire. A fire risk assessment had been undertaken and actions addressed.

Systems and processes had been implemented to enable the service to identify risks relating to the storage of medicines, use of bedrails, falls from height and scalding.

Rating at last inspection

The last rating for this service was requires improvement (published 27 November 2019).

Following our last inspection, we served a warning notice on the provider. We required the service to be compliant with Regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 28 November 2019.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation

to Regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met.

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.

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 a Warning Notice or other 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 reinspection programme. If we receive any concerning information we may inspect sooner.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Royal Mencap Society - 45 Park Road on our website at www.cqc.org.uk.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was inspected but not rated.

Details are in our safe findings below.

Inspected but not rated

Is the service well-led?

The service was inspected but not rated.

Details are in our well-led findings below.

Inspected but not rated

Royal Mencap Society - 45 Park Road

Detailed findings

Background to this inspection

The inspection

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Royal Mencap Society 45 Park Road is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 announced our inspection on the day. This was because the service is small, and we needed to be sure that the provider or registered manager would be available to support the inspection.

We undertook the inspection on 24 February 2020.

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.

During the inspection

We spoke with three people who used the service about their experience of the care provided. We spoke with four members of staff including the area operations manager, service manager and care staff.

We reviewed a range of records. This included three people's care records, and a variety of records relating to the management of the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

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.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. Enough timely action had been taken and the provider was no longer in breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in this key question.

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

Assessing risk, safety monitoring and management

- There had been a reduction in people living at the service since our last inspection. The services fire action plan had been updated to reflect the needs of people living at the service. Fire drills had been undertaken during the day and night and evidenced prompt and safe evacuations. There were enough staff available during the night to support an effective evacuation and maintain people's safety in the event of a fire.
- A fire risk assessment had been undertaken. All 23 actions identified from the risk assessment had been completed prior to our inspection.
- Falls risk assessments were in place and had been regularly reviewed. Staff knew how to support people to reduce the risk of falls and the service had liaised with healthcare professionals regarding people's falls risk.
- People were no longer at risk of tripping and falling due to damaged flooring as this had been repaired or replaced.
- Radiator covers had been fitted in a person's bedroom to reduce the risk of scalding should they fall against the radiator.
- Tamper proof window restrictors had been fitted to all first-floor windows to reduce the risk of people falling from height.
- Bed rails were no longer utilised, there was therefore no longer a risk of people becoming entrapped between mattresses and bedframes.
- Substances assessed as being hazardous to people's health were stored in line with best practice guidance. This meant people were protected from the risk of accessing hazardous substances.
- A new kitchen had been fitted and damp repaired.

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.

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.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. Enough timely action had been taken and the provider was no longer in breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in this key question.

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

- At the last inspection, there were seven people living at the service. At the time of this inspection there were five people living at the service. There had been no change to the staffing levels, and we found there were enough staff to support a safe and effective evacuation in the event of a fire at night.
- Since the last inspection, improvements had been made to quality assurance systems and processes. Accident and incident reports had been reviewed by the registered manager. Themes, trends and lessons learned had been identified and action had been taken to reduce risks to people. Systems and processes had been implemented to ensure medicines with specific storage and administration requirements were managed in line with best practice guidance.
- Recent audits evidenced prompt action had been taken to address any areas identified. For example, repairing lighting and clearing an outdoor space.
- Bed rails were no longer used by the service. However, should these be required in the future, a bed rail checklist had been developed. This instructed staff how to maintain people's safety when bedrails were in use.
- Improvements to the environment had been made. Flooring had been repaired, damp corrected, window restrictors fitted, and a new kitchen installed. People had been involved in choosing the kitchen and décor. Plans were in place to replace windows at the service.
- An independent fire risk assessment had been undertaken and all actions had been completed. This meant risks to people in the event of a fire were minimised.
- The service had worked alongside the local authority to change the format of people's care plans and risk assessments to make them more person centred. Mental capacity assessments and best interest decisions for aspects of people's care delivery had been completed. These reflected the requirements of the Mental Capacity Act (MCA).