

Cambian Whinfell School Limited

Cambian Lufton Manor College

Inspection report

Lufton
Yeovil
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Tel: 01935403120

Date of inspection visit:
10 November 2020

Date of publication:
09 December 2020

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

Cambian Lufton Manor College is a college for students aged 16 to 25 with learning disabilities or autism and other complex needs. The college is spread across two sites, the main house site and Manor Farm. On each site there are several communal areas plus accommodation buildings. There are also two community houses for students to develop independent living skills. Not everyone who lived in the community received personal care. The Care Quality Commission (CQC) only inspects where students receive personal care. This is help with tasks related to personal hygiene and eating. Where students do receive personal care, we also consider any wider social care provided.

At the time of inspection there were 37 students receiving a regulated activity. There were also day students who attended the college and did not receive either regulated activity. Students were placed by a variety of local authorities. Many of the students had limited verbal communication skills to express their experience.

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

As part of the inspection we reviewed infection and prevention controls in place at the college. We found some improvements were required. The college was working with two sets of government guidance; some for education and some for health and social care. This had caused some confusion. For example, testing of staff and students under the regulated activity was not regularly happening. The registered manager and principal were informed and started to rectify this during the inspection.

Staff were using personal protective equipment (PPE) such as masks, aprons and gloves. One relative said, "When we return to college, we have to fill in a form checking what we have been doing and if anyone has been ill. All staff are wearing PPE." However, there was some confusion about the best practice sequence for putting PPE on and taking them off. The registered manager shared actions they were going to take to rectify this. Following the inspection, we contacted the local authority to provide additional specialist support to the college around infection and prevention control.

Students were supported by staff who knew how to keep them safe from potential abuse. Positive, comfortable interactions were seen between students and staff throughout the inspection. Systems to manage safeguarding were in place. It was clear the college worked with other professionals to keep students safe.

Staff felt there were enough of them to support students. The only exceptions were when it was a particularly challenging day. They assured us these were infrequent. All students appeared well supported during the inspection.

Rating at last inspection

The last rating for this service was Requires Improvement (published 3 April 2020).

Why we inspected

The targeted inspection was prompted because risks were identified in staffing and safeguarding. A decision was made for us to inspect and examine those risks. 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.

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

Cambian Lufton Manor College

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 specific concerns we had about staffing and safeguarding. 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

This inspection was carried out by one inspector. An Expert by Experience made phone calls to relatives following the inspection. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Cambian Lufton Manor College main site and Manor Farm were part of the 'care home' registration. 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.

This service also provided care and support to people living in two '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. The registered manager was the head of care.

Notice of inspection

This 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. 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 used all of this information to plan our inspection.

During the inspection

We spoke with two students and carried out observations. We did have informal interactions with other students. We spoke with 11 staff members in detail and had informal conversations with others. This included the registered manager, the principal, the nominated individual and staff from various levels. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records whilst on site and further were looked at off site. This included one student's care plan, safeguarding records, policies and procedures and records relating to the management of the college.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at quality assurance records, policies and procedures and information relating to the themes of the inspection. Following the site visit the Expert by Experience spoke with ten relatives on the phone.

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. 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 specific concerns we had about staffing and safeguarding. We will assess all of the key question at the next comprehensive inspection of the service.

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 somewhat assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was using PPE effectively and safely.
- We were not assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were somewhat 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 have also signposted the provider to resources to develop their approach.

Following the inspection, the provider updated us on actions already taken to rectify some of the concerns found during the inspection.

Systems and processes to safeguard people from the risk of abuse

- Students were happy and relaxed around staff who were supporting them. Some were using the outdoor gym equipment whilst another student was supported to ride a bike.
- Relatives explained their family members were safe. Comments included, "Things are definitely much safer now which is very different from a couple of years ago" and, "My [family member] is safe."
- Staff knew how to recognise potential abuse and who to report it to, including externally. They all felt action would be taken if they reported it.
- The registered manager was clear of their responsibilities in relation to students who were adults. They were currently improving their knowledge on their responsibilities for students who were under 18. Other senior staff were able to provide support whilst this learning was occurring.

Staffing

- Students were supported by enough staff to meet their needs. Staff told us there were enough of them now. Relatives comments included, "We are not allowed in the house, but it feels like there is enough staff",

"Staffing is much better, but Covid has meant different staff", and, "There is mostly familiar staff in place now."