

HF Trust Limited

# Wrekin Cottage - Telford (West Midlands)

## Inspection report

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## 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

Wrekin Cottage - Telford (West Midlands) is a residential care home that accommodates up to 16 people living with learning disabilities or autistic spectrum disorder. At the time of our inspection there were 16 people living at the home.

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

People were safe as the infection, prevention and control procedures had been revised by the provider and effectively implemented.

The provider had reviewed their systems to identify environmental issues to ensure repairs were completed in a timely way. This minimised the risk of harm to people.

The provider had implemented effective systems to identify and drive good and safe care provision. The service did not have a registered manager in post at the time of the inspection. However, the provider was actively recruiting for this position.

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.

### Right support:

- Model of care and setting maximises people's choice, control and independence

### Right care:

- Care is person-centred and promotes people's dignity, privacy and human rights

### Right culture:

- Ethos, values, attitudes and behaviours of leaders and care staff ensure people using services lead confident, inclusive and empowered lives.

Wrekin Cottage - Telford (West Midlands) was not able to demonstrate how they were meeting some of the underpinning principles of right support, right care, right culture. The care service had not been developed or designed in line with the values that underpin the Registering the Right Support and other best practice guidance. This was because Wrekin Cottage - Telford (West Midlands) provided accommodation for up to 16 people, some of whom were expected to use shared facilities including bathrooms and communal areas.

Wrekin Cottage - Telford (West Midlands) was located within a 'campus' style location which contained other care homes with day centre facilities also on site. We were told the management team were looking to change the type of accommodation offered to people living there to be in line with right support, right care,

right culture guidance. However, no dates or plans for the proposed changes could be provided by the management team we spoke with.

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 Requires Improvement (published 18 May 2021).

#### 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 and Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met.

At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

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.

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.

#### 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?**

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.

**Inspected but not rated**

### **Is the service well-led?**

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.

**Inspected but not rated**

# Wrekin Cottage - Telford (West Midlands)

## **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 and Regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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 completed by one inspector.

#### Service and service type

Wrekin Cottage - Telford (West Midlands) 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

At the time of this inspection the service did not have a registered manager in post. However, the day to day management of the location was being provided by the provider's area managers.

#### Notice of inspection

This inspection was unannounced. However, we gave the service five minutes notice of the inspection. This was because we had to gather information on the home's current COVID-19 status and the provider's procedures for visiting professionals.

#### 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.

#### During the inspection

We spoke with one staff member and a senior regional manager. In addition, we spoke with a representative from a local authority. We looked at several documents relating to the monitoring of the location including health and safety checks.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. This included seeking evidence regarding the actions they took to monitor the quality of care people received.

# 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 follow up on the specific concerns we had about Wrekin Cottage - Telford (West Midlands). We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider had failed to robustly assess the risks relating to the health, safety and welfare of people or implement effective infection prevention and control measures. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

### Assessing risk, safety monitoring and management

- People were safe from the risks of avoidable harm as the provider had reviewed their risk assessment processes and made changes to reduce the potential for harm. For example, they had revised the use of portable radiators and had made appropriate alternative arrangements.
- The provider had securely stored all substances hazardous to health.
- The provider had covered hot water pipes leading to radiators and taps minimising the potential for injury.
- The provider had carried out repairs to broken parts of the building. For example, they had repaired a broken stair banister rail.
- The provider had acted to rectify the compromised fire prevention system. For example, they repaired a hole in the ceiling above a fire door.

### Preventing and controlling infection

- The provider had revised their procedures for preventing the spread of infectious and communicable illnesses. For example, we saw doors were now varnished, rust on radiators had been treated and painted, sealant around washing facilities had been repaired and stained lighting pull cords had been replaced and now had a washable cover.
- Staff members understand what was expected regarding compliance with COVID-19 guidelines and visiting professionals. Staff followed the latest guidance and worked consistently when supporting people and visitors. Information was clearly displayed for staff and visitors to follow.

# 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 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 follow up on the specific concerns we had about Wrekin Cottage - Telford (West Midlands). We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider did not have effective systems in place to monitor and drive good and safe care provision. This was a breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

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

- The provider had reviewed their systems to monitor the quality of the service they provided. For example, they now had prompts to seek evidence for action points which they believed to have been completed.
- Staff member was supported to raise issues regarding health and safety and also with improvements to the physical environment where people lived. This was monitored by the management team who then took action to rectify any issues raised.
- There was no registered manager in post at the time of this inspection. The previous registered manager de-registered in August 2020 and the provider's area managers were supporting the day to day management of Wrekin Cottage - Telford (West Midlands). However, we have seen evidence the provider is actively recruiting for the position of registered manager.

Continuous learning and improving care

- The management team at Wrekin Cottage - Telford (West Midlands) demonstrated they had updated their knowledge with requirements in health and safety, fire safety, infection prevention and control.