

Spectrum (Devon and Cornwall Autistic Community Trust)

Rose House

Inspection report

Wheal Rose
Scorrier
Redruth
Cornwall
TR16 5DF

Date of inspection visit:
09 August 2021

Date of publication:
22 October 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Rose House is a residential care home providing personal care for up to two people with learning disabilities. At the time of our inspection one person was using the service.

The service is a detached two-story property with an enclosed garden area at the rear. It is located in a rural area near Redruth, Cornwall.

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

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.

This was a targeted inspection that considered staffing levels at Rose House. Based on our inspection of staffing levels, we found the service was not able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture.

Right support:

- The service did not always have enough staff with the right skills and experience to maximise the person's choices. More staff had been recruited so the person living in the service would be able to have greater choice and independence.

Right care:

- The person was not able to go out at all, this placed increased restrictions on them. The staff team was being increased and once trained, would be able to support the person to go out.

Right culture:

- Systems to support staff to fill gaps in the service's rota were not always effective.

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 inadequate 22 September 2021.

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing levels. The overall rating for the service has not changed following this targeted inspection.

The CQC has 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.

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.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

At our previous inspection we identified a breach in relation to staffing. This remains in place. Please see the previous report for details.

Follow up

The overall rating for this service is 'Inadequate' and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe and there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions of their registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected not rated

At our last inspection we rated this key question Inadequate. 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

Rose House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about staffing levels.

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 completed by two inspectors

Service and service type

Rose House 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.

The service did not have a manager registered with the Care Quality Commission.

Notice of inspection

This inspection was unannounced.

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 shared by other organisations such as the local authority. We used all of this information to plan our inspection.

During the inspection-

The person living in the service was not able to share their views with us, so we observed how they spent their time and how staff interacted with them. We spoke with the manager and four staff members.

We reviewed a range of records. This included the staff rotas and recruitment records.

After the inspection

We continued to seek clarification from the manager to validate evidence found. We also spoke with one relative.

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 inadequate. 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.

At the last inspection, we found a breach of regulation in relation to staffing. At this inspection, staffing levels were improving but not enough improvement had been made, therefore the breach remains.

Staffing and recruitment

- At our last inspection in early July 2021, there were not enough staff in the staff team to ensure the person living at the service received the level of support they required. Following the last inspection, there continued to be times when there were still only two, rather than the required three, staff on the rota. Staff were also working long hours to ensure the rota was covered. This had created a risk at the service which meant that when one staff member had to take time off, there were not enough staff available to cover the extra hours needed.
- Staff reported that when they required help to find extra staff to cover the rota, they did not always get enough support from the provider's on call system. This meant staff needed to arrange cover for shifts whilst trying to support the person living in the service, or on their day off.
- Staff had still not all completed the required practical training they required to support the person living in the service. However, the manager was making plans to ensure all staff had up to date training.
- Recruitment practices were in place and records showed appropriate checks were undertaken to help ensure the right staff were employed to keep people safe.

Failing to ensure there was a sufficient number of staff who were trained to provide safe care is a continued breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- At this inspection, some new staff had started at the service. The manager told us this meant they could plan to have three staff on the rota each day and new staff could be supernumerary to shadow more experienced staff.

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 assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.