

Lifeways Community Care Limited

# The Coach House

## Inspection report

34A Stapenhill Road  
Burton On Trent  
Staffordshire  
DE15 9AE

Date of inspection visit:  
02 November 2021  
08 November 2021

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17 December 2021

## 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

The Coach House is a registered care home for adults with learning disabilities. At the time of our inspection the home was providing personal care to one person. The service can support up to two people.

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

We found an identified risk which required the COSHH cupboard to be kept locked, during our inspection we found this was unlocked. The deputy manager acted immediately to ensure this was locked to minimise the risk to people living in the home.

People's risks were assessed and monitored and detailed in their care plan with specific guidance to support staff. Staff knew people and knew how to support them to meet their needs.

The provider had infection and control procedures in place. Some areas of the home required refurbishment to help keep them clean. However, the provider had plans in place to complete the required works.

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.

The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. This was a targeted inspection that considered risks to people and the monitoring of those risks. Based on our inspection of risk we found people's choice and independence was promoted through their risk assessments which formulated their plan of care. For example, one person's care plan included a person specific decision-making guide to support staff, with choices which were preferred by the person. Their care plans included documentation which were person-centred and promoted people's dignity, privacy and human rights through easy read and pictorial formats. People's interactions with staff showed staff shared values which encouraged people to have inclusive and empowered lives through their everyday routines.

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 good (published 10 October 2019).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about another location under this provider based on the monitoring of people's risks. The overall rating for the service has not changed

following this targeted inspection and remains good.

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.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Coach House on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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 good. 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**

# The Coach House

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about people's risks and the monitoring of them at another location under this provider.

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.

#### Service and service type

The Coach 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. This means that the provider is legally responsible for how the service is run and for the quality and safety of the care provided.

#### 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. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with one relative about their experience of the care provided. We spoke with four members of staff including the area manager, the deputy manager and two care workers. We reviewed one person's care record in relation to risk assessments and risk management. We also reviewed records and policies and procedures in relation to COVID-19.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

# 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 good. 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 a specific concern we had about risks to people being assessed and monitored. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People's risks were assessed and monitored and detailed in their care plan. Risks included those associated with communication, eating and drinking, COVID-19 and personal hygiene. People's care records included their pre-admission risk assessments and a risk screening tool, used to identify any individual risks and needs. Their records contained specific guidance to support staff.
- Staff were aware of people's individual needs and risks and knew how to support them. One staff member clearly explained one person's needs and how to support them in relation to their preference and safety.
- One relative told us since their loved one moved to the home there had been a significant reduction in the number of incidents involving their family member due to the care and support they received. They told us, "Regular staff definitely know [Person's name] risks and needs."
- The provider completed risks assessments in relation to the environment and health and safety checks were carried out. However, the deputy manager could only locate a fire risk assessment dated December 2019, they had actioned this with the provider. The area manager confirmed the provider had booked an assessment and was waiting for the date.
- We found people's care records contained large amounts of information which required updating. We discussed this with the deputy manager who informed us the Provider was in the process of reviewing people's care records to remove detail which was no longer relevant or required.
- One person's care record included an identified risk and required the COSHH cupboard to be locked in order to keep them safe. During our inspection we found it was not locked, although we found no evidence of harm. We informed the deputy manager who told us they would action this immediately.

### 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.
- The premises looked clean and hygienic however there were stained carpets and some wallpaper was peeling off the walls which would be hard to keep clean. The Provider had set aside money to renovate and redecorate to help keep areas of the home clean.
- 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.