

Iverna North Devon Limited

Iverna (North) Devon

Inspection report

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10 June 2021
15 June 2021

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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

Iverna North is a supported living service providing personal care to people with a learning disability in shared housing. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided. At the time of the inspection nine people were receiving personal care.

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

This inspection covered whether the service was meeting a warning notice in relation to infection control. We found enough improvements had been made to show the service had met the warning notice.

People said staff were wearing masks, gloves and aprons when they were supporting them.

Staff were seen to wear appropriate PPE (personal protective equipment) in people's homes.

Staff said they had a plentiful supply of PPE and most had completed training in infection control. There was a plan to ensure staff who had not completed infection control training would do this within a short timeframe.

Staff followed guidelines to ensure visitors were safe to enter people's homes. This included checking temperatures, requesting to see COVID-19 test results and asking if the visitor had been in contact with anyone with symptoms or who had tested positive.

Each house had an enhanced cleaning regime to ensure that high contact points were cleaned more than twice per day.

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 inspection focussed on reviewing changes made since we last inspected and issued a warning notice in relation to safe care and infection control. Our judgement is limited to this specific area and ensuring care and support was being delivered in line with national guidance to keep people safe especially during the pandemic.

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 (report published 4 May 2021)

This inspection is a targeted inspection so the key question of safe was inspected but not rated.

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 had been met. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

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

The overall rating for this service is 'Inadequate' and the service is therefore 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 the 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.

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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 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

Iverna (North) Devon

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 (Regulation description, e.g. Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection was completed by two inspectors

Service and service type

Supported Living:

This service provides care and support to people living in nine '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 did not have a manager registered with the Care Quality Commission. This means the provider is legally responsible for how the service is run and for the quality and safety of the care provided.

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection. We also needed to gain permission to visit people in their supported living homes.

Inspection activity started on 10 June 2021 and ended on 15 June 2021. We visited the office location on 10 June 2021.

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. We sought feedback from the local authority and professionals who work with the service. We used all of this information to plan our inspection.

During the inspection-

We spoke with the providers operations manager, two office staff, service manager, two house managers and five care staff. We also spoke with six people living at various supported living houses, one visiting parent and one visiting healthcare professional.

After the inspection –

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We spoke with two professionals who regularly visit the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. This meant people were not safe and were at risk of 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.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

At the last inspection completed February 2021 we found people were not fully protected against the risks of cross infection and measures to help prevent the spread of COVID-19 were not always being followed. We therefore issued a warning notice to show what areas were needing improvement to keep people and staff safe. At this inspection we found enough improvements had been made to show that this warning notice has now been met.

- We were assured that the provider was preventing visitors from catching and spreading infections. Improvements had been made to ensure that visitors were asked to provide evidence of a negative COVID-19 test result, and had their temperature checked before entering premises. Visitors were also asked to record their current health status and confirm they had not been in contact with anyone who was COVID-19 positive.
- Staff were wearing appropriate PPE and confirmed there was a plentiful supply. Audits and spot checks were being completed to ensure staff continued to follow government guidance on wearing PPE.
- Where staff had been medically exempt from wearing a face mask, a risk assessment had been completed to ensure this risk was minimised for them, and for other people who may come within two metres of them.
- Cleaning regimes in each house had increased and included more regular cleaning of high touch points such as light switches and door handles. This was also being audited as part of the service quality assurance processes.
- Most staff had completed training in infection control and safe donning and doffing of PPE. Where this training was yet to be completed, there was a plan to ensure staff were given time to complete this as priority.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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.

We have also signposted the provider to resources to develop their approach.