

Mitchell's Care Homes Limited

Rainscombe Bungalow

Inspection report

Rainscombe Farm
Dowlands Lane
Smallfield
Surrey
RH6 9SB

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14 December 2020

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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:

Rainscombe Bungalow provides care and accommodation for up to six people with learning disabilities, autistic spectrum disorder and behaviour which may challenge others. People had a range of communication needs and abilities, which included body language and gesture. At the time of our inspection there were six people living at the service.

People's experience of using this service:

People looked comfortable and relaxed with staff. One told us they enjoyed spending time with the staff particularly their key worker. Staff received safeguarding training and were regularly encouraged by the registered manager to raise with them any concerns they had.

People's behaviours that may challenge were managed well to ensure people were kept safe and well. There was guidance around the service for people on what they needed to do if they were unhappy.

The service was clean and well maintained. Staff understood the principles of infection prevention control and wore PPE appropriately.

At the previous inspection the service was able to demonstrate how they were meeting some of the underpinning principles of Right support, right care, right culture. As this a targeted inspection looking at specific concerns, we did not look at this again and we had no concerns around this.

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

Rating at last inspection:

The last rating for this service was Good (published 17 October 2019).

Why we inspected:

We undertook a targeted inspection due to concerns we received that related to people being protected from the risk of abuse. We found no evidence during this inspection that people were at risk of harm from this concern. This report only covers findings in relation to safeguarding people from abuse and infection control.

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

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 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.

Follow up:

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner. We will continue to work with the local authority to monitor progress

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 but not rated.

Details are in our Safe findings below.

Inspected but not rated

Rainscombe Bungalow

Detailed findings

Background to this inspection

The inspection:

This was a targeted inspection to check a specific concern relating to people not being safeguarded from abuse.

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:

Our inspection was completed by two inspectors.

Service and service type:

Rainscombe Bungalow provides care and accommodation for up to six people with learning disabilities, autistic spectrum disorder and behaviour which may challenge others. People had a range of communication needs and abilities, which included body language and gesture.

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 present on the day of the inspection.

Notice of inspection:

This inspection was unannounced.

What we did:

Our inspection was informed by information we already held about the service including notifications that the service sent us.

We did not ask the service to complete a Provider Information Return. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make. We received feedback from the local authority.

We spoke with two people who used the service. We spoke with the registered manager and four members of staff. We reviewed one person's care records. We looked at recruitment files for staff, staff supervisions and training.

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 have specific concerns about.

We will assess all of the key questions at the next comprehensive inspection of the service.

The purpose of this inspection was to follow up on concerns that related to people being safeguarded from abuse.

Systems and processes to safeguard people from the risk of abuse

- Concerns were raised prior to the inspection that people were not always being protected from abuse. From our observations on the inspection people were comfortable and relaxed around staff. One person told us they liked staff there and enjoyed spending time with them.
- Staff were vigilant when people showed anxiety and stepped in to ensure people's anxiety was not directed towards other people that were around them. Behaviour charts were completed by staff for people and there were clear actions in place to reduce risks to themselves and other people living there.
- Risk assessments were completed for people around particular safeguarding risks with actions to take to manage this. For example, one person was a risk of expressing themselves in an aggressive way when they became anxious. There was a clear strategy in place to manage this to keep the person and others safe.
- The registered manager investigated instances of alleged safeguarding and informed the local authority where necessary. There was guidance around the service for people and staff if they needed to report any concerns.
- Staff understood what they needed to do to protect people from the risk of abuse. Comments included, "If someone was being abused I would report it. Staff here are very proactive in raising things" and "I know I would report things via whistleblowing, but I have never witnessed anything."
- Staff received safeguarding training and there was a whistleblowing policy that staff could access. One member of staff told us, "I do the training and also go through safeguarding every week to recap." Staff we spoke with confirmed this. One told us, "We are supported to raise concerns." Another said, "We are here to protect people."
- However, training data showed that five out of a total of 19 staff had not completed their safeguarding refresher training. The registered manager agreed they would submit confirmation that all staff had completed this by 21 December 2020.
- The provider undertook out of hours unannounced visits to the service to review the care that staff were providing. If they identified any shortfalls by staff these were addressed promptly by the provider. Staff records demonstrated that the provider took action around conduct issues where required.

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