

HF Trust Limited

HF Trust - No 3 & 4a Milton Heights

Inspection report

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Milton Heights
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Tel: 01235827615

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Ratings

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●
Is the service responsive?	Requires Improvement ●
Is the service well-led?	Inadequate ●

Summary of findings

Overall summary

About the service

HF Trust – No 3 & 4a Milton Heights is a residential care home that was providing support and personal care to five people with a learning disability at the time of the inspection.

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

The purpose of this inspection was to check if the provider had met the requirements of the warning notice. An action plan to address the warning notice carried out by CQC had been implemented. The provider and manager had taken steps to improve the service and ensured people received safer care. The requirements of the warning notice had been met and therefore the provider was no longer in breach of regulation 12 (Safe care and treatment) and regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

People's individually assessed risks were recorded and dated appropriately. Improvements had been made to ensure people's environments were kept safe. People's medicines were safely managed including over the counter medicines.

People's records had been improved to ensure they were accurate and complete. Staff had been given further training on completing electronic records to ensure relevant information was included.

The governance of the service had improved. This included effective quality assurance such as regular auditing records to ensure they were accurately completed to monitor risk. New systems were in place to ensure all recording was completed clearly by all staff.

Rating at last inspection and update:

The last rating for this service was requires improvement (published 27 April 2019) when there were continued breaches of regulation. Following our last inspection, we served warning notices on the provider and the registered manager. We required them to be compliant with Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 21 June 2019.

Why we inspected

This was a targeted inspection based on the warning notices we served on the provider and the registered manager following our last inspection. CQC are conducting trials of targeted inspections to measure their effectiveness in services where we served a warning notice.

We undertook this targeted inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the safety and governance of the service. The overall rating for the service has not changed following this targeted inspection and remains

requires improvement. This is because we have not assessed all areas of the key questions.

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?

The service was not always safe.

Details are in our Safe findings below.

Requires Improvement ●

Is the service responsive?

The service was not always effective.

Details are in our Responsive findings below.□

Requires Improvement ●

Is the service well-led?

The service was not always well-led

Details are in our Well Led findings below.□

Inadequate ●

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Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014. This was a targeted inspection. CQC are conducting trials of this type of inspection to follow up services where CQC have issued a warning notice.

Inspection team: The inspection was carried out by one inspector.

Service and service type

HF Trust – No 3 & 4a Milton Heights is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 who was registered with the Care Quality Commission. The previous registered manager had left the service. A registered manager and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. An acting manager was in place during this inspection.

Notice of inspection: This inspection was unannounced.

What we did before inspection

We reviewed information we received about the service since the last 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.

During the inspection

We spoke with the acting manager and two support workers. We reviewed a range of records in relation to breaches of the regulations to ensure they were now compliant.

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. At this inspection this key question has remained the same. We have not changed the rating as we have not assessed all of this key question area. We will assess all of the key question at the next comprehensive inspection of the service.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice. Enough timely action had been taken and the provider was no longer in breach of regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in this key question.

Assessing risk, safety monitoring and management

At the last inspection the registered manager and provider had not taken all reasonable steps to reduce risks associated with people's care and support.

- At this inspection we saw that people's assessed risks were up to date on records. For example, we saw a person with a specific health condition had risks assessments to ensure their safety during all areas of their care and support.
- Referrals had been made where people's health conditions put them at risk of harm. Improved monitoring and recording of health conditions were in place.
- Improvements had been made to ensure people's environments were kept safe. We saw the manager had undertaken required checks of the premises to ensure people were safe in the event of a fire. For example, fire drills had taken place with actions noted following this to ensure people's evacuation plans were up to date and relevant.
- A member of staff told us, "We understand what needs to be recorded and where and have received training on this to make improvements."

Using medicines safely

At our last inspection the provider had failed to ensure that medicines were managed safely in line with national guidance and the provider's policy on medicines.

- The provider had sought appropriate written advice and agreements from appropriate healthcare professionals. This was to ensure non-prescribed remedies were checked for potential interactions with prescribed medicines before use.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has remained the same. We have not changed the rating as we have not assessed all of this key question area. We will assess all of the key question at the next comprehensive inspection of the service.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice. Enough timely action had been taken and the provider was no longer in breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in this key question.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control
At our last inspection, the provider had failed to ensure that records were accurate, complete and contemporaneous to reflect the care and support provided. Action had been taken to make improvements.

- People's support plans were up to date and reflected their choices and preferences.
- Staff had been given further training on completing the electronic records to ensure relevant information was included.
- A member of staff commented, "The paperwork is more organised. There has been a massive improvement since the acting manager came into place."

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 inadequate. At this inspection this key question has remained the same. We have not changed the rating as we have not assessed all of this key question area. We will assess all of the key question at the next comprehensive inspection of the service.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice. Enough timely action had been taken and the provider was no longer in breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in this key question.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

At our last inspection the provider and registered manager had failed to adhere to their policy and systems which were in place to monitor and improve the quality of the service.

- CQC have published two previous reports following inspections of this service when it was rated requires improvement. During our last inspection we found continued regulatory breaches. This demonstrated a failure to act on feedback and make required improvements to return the service to a rating of good. Since our last inspection the manager had identified actions to be taken to make improvements. Steps had been taken to carry out the actions and improvements were evident in the service.
- Quality assurance had improved and there was improved auditing and monitoring in place to reduce risks to people's health, safety and welfare. This included improvements in respect of safety of medicines and environmental risks.
- The manager had put new systems in place to ensure all monitoring was carried out in a clear and systematic way. Information had been streamlined and training on reporting systems had been carried out with the staff. Further training had been arranged on these electronic systems.
- Staff we spoke with said morale had improved. Comments included, "[Acting manager] is proactive and supportive. Things are getting done now when we report it" and "There is a big improvement. We understand why we're doing procedures and what they are for. If I were to give any feedback it would be to say (to the acting manager), "Good start. Keep on going."