

United Response

United Response - 2a St Alban's Close

Inspection report

2a St Albans Close
Harehills
Leeds
West Yorkshire
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Date of inspection visit:

12 August 2020

13 August 2020

17 August 2020

Date of publication:

09 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service responsive?

Inspected but not rated

Summary of findings

Overall summary

United Response – 2a St Alban's Close is a care home which accommodates up to four people with learning disabilities in a purpose built building in Harehills, Leeds. All accommodation is on the ground floor. At the time of the inspection, four people were living in the service.

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

We received positive feedback about the service from relatives and health professionals who said care and support met individual needs. They said they were fully involved in care and support planning and said communication with the home was good.

Overall, improvements had been made to care planning with care records being clear, person-centred and reflective of people's individual needs. Further work was ongoing to ensure all care related documents were brought up to a consistent high standard, with a plan to complete this over the coming weeks. Staff had a good understanding of the people they were caring for, giving us assurance that care plans were followed.

We also assessed infection control procedures within the home. Overall, we felt assured that appropriate systems were in place to help keep people safe. We have signposted the provider to resources to develop their approach to make these systems more robust, please see the safe section of this report.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (29 May 2019). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We undertook this targeted inspection to check whether the requirement action we previously served in relation to Regulation 17 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 requires improvement.

CQC have introduced targeted inspections to follow up on breaches of regulation 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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for United Response - 2a St Albans Close on our website at 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?

No ratings were awarded following this inspection. This was a thematic review of infection control practices to identify good practice and areas for development in infection prevention and control.

Inspected but not rated

Is the service responsive?

At our last inspection we rated this key question requires improvement. 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 at the last inspection.

Inspected but not rated

United Response - 2a St Alban's Close

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 to check whether the provider had met the requirements of the requirement notice in relation to Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. As part of this inspection we looked at the infection control and prevention measures in place. This was conducted as part of our Thematic Review of infection control and prevention in care homes

Inspection team

The inspection was carried out by one inspector.

Service and service type

United Response – 2a St Albans Close is a 'care home'. People in care homes receive accommodation 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 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.

Notice of inspection

We gave the service 24 hours' notice of our inspection. Due to the COVID-19 pandemic, we needed to check the COVID-19 status of the home and make arrangements to enter the home safely to reduce the risk of

infection transmission.

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. 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 looked around the home and observed care. We spoke with three members of staff including the registered manager and care workers. We spoke with two relatives over the telephone. We reviewed elements of three people's care records and records relating to infection control and COVID-19 management.

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 obtained feedback from two professionals who regularly visit the service.

Is the service safe?

Our findings

S5 How well are people protected by the prevention and control of 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 using PPE effectively and safely.
- We were somewhat assured that the provider was accessing testing for people using the service and staff, regular testing had not yet been made fully available to the service.
- We were somewhat 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 somewhat assured that the provider's infection prevention and control policy and practice was up to date.

We have signposted the provider to resources to develop their approach. This included guidance to support the assessment of risks associated with Black, Asian and Minority Ethnic (BAME) employees. We have also asked the provider to ensure the risks associated with each person in regard to COVID-19 are fully assessed and documented. We have asked the provider to review cleaning schedules so they can evidence enhanced cleaning processes are in place and ensure a clear plan is in place to guide staff as to what cleaning products to use in line with national guidance.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as requires improvement. 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 previously.

The purpose of this inspection was to check if the provider had met the requirement action we issued at the last inspection in relation to care records not being up-to-date and reflecting people's current needs. We will assess all of the key question at the next comprehensive inspection of the service.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

At the last inspection, we found care records were not up-to-date and did not reflect people's current needs. This was a breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Since the last inspection, we found work had been undertaken to update care records. We concluded that although the service was no longer in breach of regulation some further minor improvements were needed to demonstrate care records were consistently appropriate and up-to-date.

- Most care records were up-to-date and provided clear and person-centred information on people's care needs. The service had worked with health professionals to develop clear plans of care. The staff we spoke with were knowledgeable about people giving us assurance care plans were followed. A minority of documents were still in the process of being updated but there was a clear plan in place to address these.
- We identified gaps in weight records relating to one person. The registered manager thought they had been consistently weighed but there was no evidence of this within the care records. They were also unable to find evidence that another person had consistently received their planned monthly reviews. Following the inspection, we received assurance that new systems had been put in place to ensure these things were better monitored.
- Relatives and health professionals told us staff provided good quality, person centred care. One relative said "They are marvellous, they do everything to promote well-being and pursue avenues for opportunities, involving us, very consistent." We saw people had access to activities and opportunities and the service demonstrated it involved people and their representatives in care and support planning.