

# Cognithan Limited

# Woodside Court

## Inspection report

80 – 82 Birchanger Road  
South Norwood  
London  
SE25 5BG

Tel: 02086569717

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18 October 2016

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## Ratings

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

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service in January 2016. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

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

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. Additionally we had received concerns in relation to medicines, food storage and the accommodation provided. As a result we used this focused inspection to look into those concerns.

We found improvements had been made to make sure that required statutory notifications were submitted to CQC about certain incidents and events. Notifications are information about important events which the service is required to tell us about by law.

People's medicines were being stored securely and administered as prescribed.

The provider was taking action to improve the environment for people. Renovation of the property was taking place with some areas being re-decorated and new flooring being laid.

Improvements had been made to further enable people to take part in activities within the service or in the community and to develop their daily living skills.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

**Good** ●

The service was safe.

There were appropriate arrangements in place for the storage, administration, recording and disposal of medicines.

Improvements to the home environment were on-going.

Food was being stored safely.

### Is the service responsive?

**Requires Improvement** ●

Some aspects of the service were not responsive.

The service had made improvements in enabling people to take part in activities both in the service and out in the community.

We could not improve the rating for responsive from 'requires improvement' because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

### Is the service well-led?

**Good** ●

The service was well-led.

Required statutory notifications were now being submitted to CQC about certain incidents and events.

# Woodside Court

## **Detailed findings**

### Background to this inspection

We undertook an unannounced focused inspection of Woodside Court on 18 October 2016. This inspection was done to check that the service was making required statutory notifications to CQC as required by law. We also followed up information we received raising concerns in relation to medicines, food storage and the accommodation provided.

We spoke with the registered manager and one senior member of staff. We looked at records kept by the service including incident reports and medicines records. We also looked at one person's bedroom and the kitchen and food storage areas of the service.

## Is the service safe?

### Our findings

During this inspection we found there were appropriate arrangements in place for the storage, administration, recording and disposal of medicines. People's medicines were stored securely. We checked a sample of different medicines kept on behalf of people using the service and found that these were being administered correctly in line with medicines administration records (MAR). A small number of omissions were found in the MAR's where the medicine had been given but not signed for. These instances were highlighted to the registered manager who told us that they would review procedures to make sure the MAR's were consistently checked for completion at the staff handover.

Renovation of the property was on-going at the time of this inspection. New flooring was being laid in one person's bedroom following a water leak. Other communal and bedroom areas were being painted and improved.

Food storage areas were also checked during our inspection. We found that food provisions kept in the fridge, freezer and dry goods cupboard were in date and labelled correctly.

## Is the service responsive?

### Our findings

We saw that the service had made improvements in enabling people to take part in activities both in the service and out in the community. Records showed that people had been supported in learning how to cook different meals by an occupational therapist employed by the organisation to work with the people living at Woodside Court. There was evidence that the home was working with external organisations to enable people to access community and educational activities. The registered manager was meeting with a local Church on the day we visited to help effectively support one person using the service.

The occupational therapist was however no longer in post and recruitment was underway for their replacement.

We will review this during our next planned comprehensive inspection to ensure there has been consistent good practice over time.

## Is the service well-led?

### Our findings

We carried out an unannounced comprehensive inspection of this service in January 2016. We found that required statutory notifications were not being submitted to CQC about certain incidents and events as required by law.

During this inspection, we found that improvements had been made to make sure that required statutory notifications were being submitted to CQC as required. For example, notifications had been made about any incidents reported to, or investigated by, the police as this is required by law.