

Walsingham Support

Walsingham Support - 30 & 32 Church Lane

Inspection report

Walsingham
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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

Walsingham Support – 30 & 32 Church Lane is registered to provide accommodation and personal care for up to 12 people with a learning disability. At the time of our inspection, there were eight people using the service.

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

Staff clearly understood people's varying needs and how to keep them safe. People were observed to be content in the company of staff.

Safeguarding procedures were in place and followed by the staff team. Following any incidents, lessons learnt were shared with the staff team.

Risk assessments were completed and reviewed regularly, including after incidents. Staff felt well supported in managing risk.

Due to COVID-19 restrictions people had not been able to enjoy as much freedom in the community as they had previously. However, staff supported people with in-house activities and to maintain contact with relatives.

Rating at last inspection

The last rating for this service was Good (published 18 April 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about safeguarding and risk management relating to people's safety and wellbeing.

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 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.

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.

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?

At our last inspection we rated this key question Good. 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

Walsingham Support - 30 & 32 Church Lane

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about safeguarding and risk management relating to people's safety and wellbeing

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

This inspection was undertaken by one inspector.

Service and service type

Walsingham Support – 30 & 32 Church Lane is a 'care home'. People in care homes receive accommodation and nursing 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

This inspection was unannounced.

What we did before inspection

We reviewed information we had 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 registered manager and observed interactions between people and staff. We reviewed risk assessments, meeting minutes, staff supervision and training records and documentation regarding safeguarding referrals made. A range of records relating to infection prevention and control, including policies and procedures and audits were also reviewed.

After the inspection

We spoke with six members of staff, including two interim deputy managers. We continued to seek clarification from the provider to validate evidence found. We also received feedback from the local safeguarding team.

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 had specific concerns about.

The purpose of this inspection was to check specific concerns we had received regarding the management of risk and how staff keep people safe at Walsingham Support – 30 & 32 Church Lane.

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

Systems and processes to safeguard people from the risk of abuse

- Staff told us they received safeguarding training and they knew how to report any concerns both internally and externally.
- The provider had a whistleblowing policy in place and staff were aware of how they could escalate any concerns.
- Safeguarding concerns had been reported to the local safeguarding authority. The registered manager worked closely with external professionals to ensure any concerns were fully investigated.
- People were observed to be comfortable in the presence of staff. Staff were knowledgeable about people's needs and how to keep them safe. Staff told us there had been some challenges in keeping people occupied and stimulated, whilst subject to government COVID-19 restrictions. However, they explained how people had been supported to remain in touch with their relatives and take part in activities at home.

Assessing risk, safety monitoring and management

- Risk assessments had been reviewed and updated following specific incidents at the service. These were detailed and provided staff with appropriate guidance as to how to manage the risk.
- Staff understood the importance of reporting any changes to people's needs, to ensure support plans and risk assessments could be updated accordingly. They were aware of the need to balance risk with individual choice.
- Staff were able to explain what they would do if someone refused support. One staff member told us, "If someone refused support from me, I would ask a different member of staff to help. I would respect their right to refuse but try to understand the reasons for it. I would speak with the manager as it may need reporting to someone else."
- Staff told us that following any incident, they are encouraged to reflect and identify any lessons learnt. One staff member told us, "Where there have been incidents, we have all met and discussed them afterwards. It's all about learning and sharing knowledge and identifying what we could have done differently."
- Staff told us that they felt they had the right training to keep people safe and meet their needs. They told us they felt well supported by the registered manager. One staff member told us, "[Registered Manager] is great, she explains what we need to do and how things need to be done... I can talk to her about anything."

Preventing and controlling infection

- 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.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. When we arrived at the service, our temperature was not taken, and health screening not completed. The registered manager explained that this would normally be completed.

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