

Livability

# Livability York House Ossett

## Inspection report

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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

Livability York House Ossett is a care home that can accommodate up to 23 people who require support with personal care needs, some of whom have a learning disability. At the time of inspection, there 14 people living at the service.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

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

People's care and support were not provided in a clean and well-maintained environment. For example, we observed damaged carpets and tiles that were missing from the wall in the home. We also found concerns around the recording of some medicines.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Ratings at last inspection

The last rating for this service was good (published on 14 November 2019).

### Why we inspected

We undertook this targeted inspection to look at information received from the local authority about medicines and to follow up on concerns found at the last inspection about infection and prevention control. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check 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, which will help inform when we next inspect.

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

## 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 as we have not looked at all of the key question at this inspection.

### **Inspected but not rated**

# Livability York House Ossett

## 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 Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had met the requirement in relation to Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 regarding concern we had about infection and prevention control (IPC) and the management of medicines.

#### Inspection team

The inspection was carried out by two inspectors.

#### Service and service type

Livability York House Ossett is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Livability York House Ossett is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We requested feedback from other stakeholders. We used all of this information to plan our inspection.

#### During the inspection

We observed people to help us understand their experience where they were unable to speak with us. We spoke with three members of staff including the registered manager, team leader and a care worker.

We reviewed four people's medication records. We reviewed policies and procedures about IPC and medication practices at the service.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection. We will assess the whole key question at the next comprehensive inspection of the service.

### Using medicines safely

- Some aspects of people medicines were not always managed safely. For example, one person's patch had not been administered as prescribed and when this was identified by staff, medical advice was not sought. We discussed this with the registered manager, and they took immediate action.

### Preventing and controlling infection

- We were somewhat not assured that the provider was promoting safety throughout the layout and hygiene practices of the premises. The registered manager told us some repair works had been delayed due to COVID and finding external contractors to attend the home in line with guidance. This was due to be reviewed at our next focussed inspection.
- 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 personal protective equipment (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 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.
- People were supported to see their families, friends and representatives in accordance with their preferences and in line with government guidance.