

PLUS (Providence Linc United Services)

Elwis House

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

Elwis House is a small residential care home which provides accommodation and support for up to four people with learning disabilities and/or autistic people. At the time of our inspection four people were using the service.

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

The provider had improved the way risks were managed. At the previous inspection we identified there was a risk that a vulnerable person could leave the service unattended. The provider had improved the risk management plan for this risk. The provider had assessed other risks to people's health and wellbeing and put in measures to mitigate these.

We found people were protected from the risk of acquiring infections and the service was clean and hygienic. Personal protective equipment (PPE) was readily available to staff and all staff were now following the latest guidance. The provider had reviewed the visitor's policy and were safely managing visitors to the service.

We have made a recommendation about improving weekly testing schedule to ensure all staff receive a Covid 19 test in line with government guidelines.

Rating at last inspection

The last rating for this service was Requires Improvement (Report published 3 December 2020).

Why we inspected

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. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Elwis House 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?

Inspected but not rated

Further information is in the detailed findings below.

Elwis House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We will assess all of the key question at the next inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Elwis House 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 did not have a manager registered with the Care Quality Commission at the time of our inspection. However, there was a manager in post who had submitted their application of registration.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure the manager would be present to support the inspection.

What we did before 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. We reviewed the previous inspection report and actions plans submitted after 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 two members of staff including the manager and the deputy manager. We reviewed the care plans and risk assessments of two people who used the service. We also looked at records related to infection control and quality assurance audits.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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. 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 explore the specific concerns we had about the management of a risks. We will assess all of the key question at the next inspection of the service.

Assessing risk, safety monitoring and management

At the last inspection we found the provider was failing to safeguard people from avoidable harm as one vulnerable person was at risk of leaving the service unattended. The measures which the provider had previously put in place had failed to adequately mitigate the risks as the person was still able to leave the service unattended. This was a breach of regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of this part of regulation 12.

- The provider had reviewed the risk management plan for the individual and put in additional measures to mitigate the risk of similar incidents happening. The automatic door closing device had been disabled and an additional security gate had been put in place to reduce the risk of the person leaving unattended.
- The manager regularly discussed the risks with staff during staff meetings to ensure they remained alert to the risks and followed the risk management plan. The effectiveness of the additional safety measures were regularly checked by senior managers so that issues could be quickly rectified.
- Other risks to people's health and wellbeing were also being managed safely. The provider was routinely assessing the risks associated with eating and drinking, moving and handling and pressure injuries. Risk assessments contained clear guidance for staff to ensure they understood how to keep people safe.

Preventing and controlling infection

- The provider was managing the risks associated with the Covid 19 pandemic and there were good infection prevention control procedures in place. The provider had adapted the visitors' protocol as government guidelines changed. Visiting relatives were asked to complete a Covid 19 test, wear appropriate PPE and follow hand hygiene procedures before entering the service.
- The service was taking part in 'whole service' testing in line with current government guidance to help protect all people using the service and staff. We identified some gaps in the records of tests due to changing shift patterns on different weeks. This meant full time staff did not always receive a weekly PCR test.

We recommend the provider reviews the testing schedule to ensure all staff receive a PCR test in line with government guidelines.

- Staff followed cleaning schedules to ensure levels of cleanliness were maintained and the service was clean and hygienic when we visited. Staff were given infection prevention control training which was regularly refreshed.
- At the last inspection we observed some staff not wearing PPE in line with government guidelines. The manager had discussed the use of PPE during staff meetings and we observed staff to be wearing PPE appropriately during this inspection.