

Homewards Care Ltd

# Homewards Limited - 51 Leonard Road

## Inspection report

51 Leonard Road  
Chingford  
London  
E4 8NE

Tel: 02085316340

Date of inspection visit:  
09 September 2020

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24 November 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Homewards Limited – 51 Leonard Road provides accommodation with personal care for up to three people with learning disabilities or autism spectrum disorder. At the time of this inspection there were three people using the service.

### People's experience of using this service

A relative told us they had seen positive changes in the cleanliness in the service and they felt their relative was safe.

Staff confirmed they were provided with adequate amounts of personal protective equipment such as masks and gloves.

Staff understood what action to take if they suspected somebody was being harmed or abused.

Staff knew how to report accidents and incidents.

People had risk assessments to keep them safe from the risks they may face.

Relatives and staff spoke positively about the management of the service.

The provider carried out quality checks such as infection control.

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

### Rating at last inspection

The last rating for this service was inadequate (published 24/10/2019) .

### Why we inspected

This was a targeted inspection based on concerns raised with the local authority in relation to staffing, risk management, safeguarding and incident and accident reporting, .

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 found no evidence during this inspection that people were at risk of harm from these concerns.

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.

Please see the safe, and well led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Homewards Limited - 51 Leonard Road on our website at [www.cqc.org.uk](http://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?**

At our last inspection we rated this key question inadequate. 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.

Details are in our safe findings below.

**Inspected but not rated**

### **Is the service well-led?**

At our last inspection we rated this key question inadequate. 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.

Details are in our well-Led findings below.

**Inspected but not rated**

# Homewards Limited - 51 Leonard Road

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted due to concerns received about risk management, staffing, safeguarding and reporting of accidents and incidents.

#### Inspection team

Two inspectors visited the service and were supported by another inspector to analyse the evidence.

#### Service and service type

Homewards Limited – 51 Leonard Road 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 announced. We gave the service 20 hours' notice. This was because we needed to carry out a risk assessment in relation to the coronavirus pandemic to ensure the safety of the inspectors, people using the service and staff.

#### What we did before the inspection

We reviewed the information we had received about the service. This included details of its registration, previous inspection reports and any notifications of significant incidents the provider had sent us. We sought feedback from the local authority and professionals who worked with the service. We used all of this information to plan our inspection.

#### During the inspection

We spoke with the registered manager who was also the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We also spoke with the deputy manager who was in the process of becoming the registered manager for two of the provider's sister services on the same road.

We reviewed a range of records. This included one person's care records in relation to risk assessments and behaviour management. We looked at three staff files in relation to recruitment. We also looked at incident and accident records and policies and procedures.

#### After the inspection

We spoke with two relative and three care staff as part of the inspection. The manager sent us documentation we requested including rotas.

# 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 inadequate. We have not changed the rating of this key question, as we only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had in relation to risk management, accident and incident reporting, safeguarding and staffing.

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

- A relative told us they felt their relative was safe at the service, "[Relative] has been living there for the last 26 or 27 years. I feel they are looking after [relative] well."
- Staff were knowledgeable about the actions to take if they suspected somebody was being harmed or abused. One staff member told us, "I would tell the manager or report to the local authority or call CQC."
- The manager confirmed there had been no safeguarding incidents this year.

Assessing risk, safety monitoring and management

- People had risk assessments to reduce the risks of harm they may face and these were regularly reviewed.
- Risks assessed included risk of abuse towards or from others, self-harm, damage to property, poor hygiene, health and safety and health conditions.
- Staff demonstrated they understood how to minimise the risks of harm people may face. One staff member said, "We have risk assessments in place and we have read all of these. When we are giving care we do keep all the risks in mind."
- Staff completed charts for people's behaviour incidents or epilepsy. This information was shared with the community learning disability team who supported staff to manage people's behaviour and epilepsy.
- The provider had a system of recording accidents and incidents. We saw an incident form had been completed in relation to an incident recorded on a person's behaviour chart.
- Staff knew what action to take if a person displayed a behaviour that may challenge the service. One staff member said, "Two [people] have these behaviours. We use techniques [offering tea or going for a walk] to avoid the behaviour getting worse. Their episodes don't last for long."

Staffing and recruitment

- Our inspection was prompted partly due to concerns relating to staffing levels. We noted at our previous inspection we found evidence of insufficient staff to meet people's needs. At this inspection we found this had improved and there were enough staff.
- A relative told us, "When I have been there [at the service], there always seems to be quite a lot of staff."
- The registered manager, nominated individual and staff told us staff absences were covered by regular agency staff.
- Staff confirmed there were enough staff on duty to meet people's needs. Staff told us they had enough

breaks and time off during and in between shifts.

- The provider carried out relevant pre-employment checks to ensure staff were suitable to work with vulnerable people. This included criminal record checks of new staff and regular updates to confirm continued suitability of staff.

#### Preventing and controlling infection

- A relative told us, "Recently I have seen there is a lot of [positive] change in the level of cleanliness."
- Staff demonstrated they knew what action to take to prevent the spread of infection. One staff member said, "We have all the [personal protective equipment] in place; alcohol wipes, sanitiser, gloves and visors. We are cleaning in detail on the night shift."
- Staff confirmed they had access to an adequate amount of personal protective equipment such as gloves and masks.
- The premises were clean and free from malodour. There was a cleaning schedule in place.
- The service had an up to date infection control policy. Staff were observed to be wearing masks.
- There was a Covid-19 folder with guidance and information for staff near the front door.



# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection this key question was rated inadequate. We have not changed the rating of this key question, as we only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had in relation to management oversight of record keeping.

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

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements;

- A relative said the manager was approachable, "[Registered manager] is a very nice guy. Any problems, they just give me a text. I have seen a lot of positive changes."
- Staff spoke positively about the management in the service. One staff member told us, "The service is very well managed. Our manager is very open. We don't have a closed office door, the office is open."
- Staff told us they were regularly updated on changes in policy or people's care. One staff member said, "The manager tells us." Another staff member told us, "We have a 'WhatsApp' group for 51 so the manager informs us on this." 'WhatsApp' is a mobile phone communication system.
- The registered manager and nominated individual were aware of their responsibility to report incidents and safeguarding concerns to the relevant authorities.
- Regular checks were carried out. For example, we reviewed infection control audits carried out in July, August and September which included checks on the cleaning and saw no concerns were identified.