

The Oaklea Trust

Walby Hill (Adult Care Home)

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Walby Hill (Adult Care Home) provides care, support and accommodation for up to seven people with a learning disability. At the time of the inspection there were four people living at the service. The service also provided an outreach service for one person living in the local community. We did not inspect this part of the service because it was outside the scope of the regulations.

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

An effective infection control system was now in place. Improvements had been made following our last inspection regarding the use of PPE. Staff had undertaken training in the safe use of PPE. The provider had strengthened their quality monitoring system in relation to IPC.

People's needs were met by the number of staff on duty. Medicines were managed safely.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, 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 providing support to people with a learning disability and/or autistic people.

This was a focused inspection. Based on our review of the key questions safe and well led; the service was able to demonstrate how they were meeting the relevant principles of the 'Right support, right care, right culture' under these key questions:

Right support:

People were supported to access the local community. Positive risk taking was encouraged.

Right care:

People's dignity and privacy was promoted. People had their own key to their room.

Right culture:

There was a positive inclusive culture at the home. People were involved in their care and support such as goal setting and menu planning.

The service was changing from a care home to a supported living service. We have signposted the provider to further information regarding meeting the 'Right support, right care, right culture' in relation to becoming a supported living service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was requires improvement (published 25 May 2021). We carried out a focused inspection of this service on 29 January 2021. We identified two breaches of the regulations relating to safe care and treatment and good governance. We took enforcement action and imposed conditions relating to infection, prevention and control upon the provider's registration.

Why we inspected

We undertook this inspection to confirm they now met legal requirements. This report only covers our findings in relation to the key questions of safe and well-led which contain those requirements.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last inspection, by selecting the 'all reports' link for Walby Hill (Adult Care Home) 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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Walby Hill (Adult Care Home)

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 Care Act 2014.

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

The inspection was undertaken by one inspector.

Service and service type

Walby Hill (Adult Care Home) 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. A registered manager 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

We gave the registered manager and provider short notice of the inspection. This supported the staff and us to manage any potential risks associated with COVID-19.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. We used all of this information to plan our inspection. We did not request a Provider Information Return. This is information providers are required to send us with key information about the service, what it does well and improvements they plan to make.

During the inspection

We spoke with four members of staff including the registered manager, team supervisor and two support workers. We talked with all four people at the home. We reviewed information relating to infection control, staff training and the assessment of risk

After the inspection

We looked at information relating to health and safety and policies and procedures.

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 requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Preventing and controlling infection

At our last inspection government guidance relating to safe working practices regarding infection control, including the use of PPE was not always followed by staff. 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 regulation 12.

- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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 assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Assessing risk, safety monitoring and management

- Checks on the premises were carried out to ensure the building was safe. We discussed with the registered manager about changes to the environment in preparation for becoming a supported living service.
- Risks were assessed and action taken to mitigate any risks.

Using medicines safely

- Medicines were managed safely. Records were maintained to show that medicines were administered as prescribed. We discussed with the registered manager about how the service could further personalise medicines management.

Learning lessons when things go wrong

- Lessons had been learned following our previous inspection. Action had been taken to improve IPC practices at the home.

Staffing and recruitment

- People's needs were met by the number of staff on duty.
 - Checks were carried out prior to new staff starting to help ensure only suitable staff were employed.
- People spoke positively about the staff. Comments included, "The staff are lovely" and "[Name of staff member] is such a nice girl."

Systems and processes to safeguard people from the risk of abuse;

- Systems were in place to safeguard people and protect them from the risk of abuse.
- Staff raised no concerns about staff practices, or the care and support people received.

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 the last inspection this key question was rated requires improvement. At this inspection this key question has now improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

At our last inspection an effective system to assess, monitor and manage infection control was not in place. This was a breach of regulation 17 (Good governance) 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 regulation 17.

- An effective system was now in place to assess and monitor infection control. Infection control policies and procedures and the infection control monitoring system had been updated to reflect the changes in practice required during the COVID-19 pandemic.
- The service was changing from a care home to a supported living service. The registered manager told us, "I feel and believe a change to a supported living service will enhance the lives of people and provide a more person-centred approach to their support... The team will be more flexible in support of people's, time and shift patterns as well as enabling people to actively engage in key areas of citizenship." We have signposted the provider to additional information regarding best practice in relation to becoming a supported living service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- There was a positive atmosphere at the home. Staff involved people in their care and support. One person told us, "My favourite thing is planning my goals for next month." They told us they were planning a "Boris Barbecue" [named after the Prime Minister].

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- There had been no incidents which required the provider to act on this duty.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Processes were in place to involve people and staff in the running of the home.

Working in partnership with others

- Staff were liaising with people's advocates, health and social care professionals and commissioners regarding the imminent transition to a supported living service.