

# Care Support and Domestic Services Limited

# Woodlea Supported Accommodation

## Inspection report

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21 September 2020  
22 September 2020

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## Ratings

Overall rating for this service	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

### About the service

Woodlea Supported Accommodation (Woodlea) is a supported living service. This service supports up to 15 people with enduring mental health needs. There were 14 people living at the service at the time of the inspection. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

Woodlea is a large detached house in the Chorlton area of Greater Manchester. Woodlea is situated in a residential area, close to local shops and other amenities. People living at Woodlea have their own tenancies and receive varying degrees of support from the care provider on site. People living at Woodlea were not obliged to receive care and support from this service. Tenancy agreements stipulated that people were free to choose other care providers to provide care and support.

### People's experience of using this service

Improvements had been made following the previous inspection in May 2019. Staff supported people to be more independent with activities of daily living, such as shopping, preparing drinks and doing laundry. People were treated as individuals. Support was delivered according to their needs and wishes, as outlined in support plans.

At our last inspection we recommended that further consideration should be given to providing engagement in social and leisure activities on a one to one basis out in the community for people. We saw on this inspection the recommendation had been met. People participated in a range of activities. The service had introduced new ways of working during the COVID-19 pandemic so that people were better supported and entertained at Woodlea.

People could raise a concern or make a complaint in various ways and the service produced easy read formats of leaflets to help with this. The registered manager and the staff team were committed to improving the quality of care and support for people living at Woodlea and looked for ways to improve on the service provided. We received positive feedback about the quality of care and support people received and the overall management of the service. People told us they were happy with their support and were treated with respect. Relatives were also complimentary of the service and its staff.

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 requires improvement (published 27 September 2019). At this inspection we found improvements had been made. We have used the previous rating to inform our planning and decisions about the rating at this inspection.

### Why we inspected

We carried out an announced comprehensive inspection of this service in May 2019 and made a recommendation in relation to supporting people access meaningful activities. We undertook this focused inspection to check the service had improved. This report only covers our findings in relation to the key questions previously rated requires improvement; responsive and well-led.

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 comprehensive inspection, by selecting the 'all reports' link for Woodlea Supported Accommodation 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 reinspection 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 responsive?

Good ●

The service was responsive.

Details are in our Responsive findings below.

### Is the service well-led?

Good ●

The service was well led.

Details are in our Well Led findings below.

# Woodlea Supported Accommodation

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a focused inspection to check whether the provider had made the required improvements following the inspection in May 2019. Two key questions were inspected; 'Is the Service Responsive?' and 'Is the Service Well-Led?'

#### Inspection team

One adult social care inspector undertook this inspection on 17 September 2020. An expert by experience contacted three people living at Woodlea and one relative by telephone on 21 September 2020.

#### Service and service type

This service provides care and support to people living in their own supported living setting within Woodlea, so they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

The service had a manager registered with the Care Quality Commission. A registered manager 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 24 hours' notice of the inspection visit. Due to the COVID-19 pandemic we wanted to review documentation remotely and also make arrangements to speak with staff and other stakeholders in the service by telephone after our site visit. This helped minimise the time we spent in face to face contact with the manager, staff and people who used the service and the risk of the spread of infection was minimised.

### What we did

Prior to the inspection, we reviewed information we held about the service including statutory notifications. A statutory notification is information about important events, which the provider is required to send us by law. We did not ask the provider to complete a Provider Information Return. This is information providers must send us to give us key information about the service, what it does well and improvements they plan to make.

We looked at records relating to the management of the home. These included quality monitoring systems, audits, support plans, surveys, meeting minutes and complaint records.

### After the inspection

We continued to seek clarification from the provider to validate evidence found. We spoke with three members of support staff over the telephone to gather their opinions of the service.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as Requires Improvement. At this inspection this key question has improved to Good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People were treated as individuals and support was delivered according to their needs and wishes. Staff knew people well and used this knowledge to care and support people in the way they wanted.
- Support plans were reviewed regularly and when a person's needs changed. These took into account people's likes, dislikes and preferences.
- A member of staff we spoke with outlined how they had helped one person achieve a specific goal. They told us actions they were taking to help support the person identify and work towards other goals.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The service produced a wide range of information in easy read format, including information and guidance about people's health conditions contained within their support plans.
- People could be fully involved in their support planning if this was their choice.
- The service continued to meet the communication needs of people with a disability or sensory loss in line with the Accessible Information Standards.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

At our last inspection we recommended that further consideration should be given to providing engagement in social and leisure activities on a one to one basis out in the community for people. We saw on this inspection the recommendation had been met.

- The service had continued to support people wherever possible to follow their interests and access the community during the COVID-19 pandemic. The service had introduced new ways of working during the pandemic so that people were better supported and entertained at Woodlea.
- The service had made improvements to the garden. This was now a safe area and was well used by people living at Woodlea. There were plans to buy a greenhouse in the future.
- People were supported to maintain relationships with family members and friends, if this was their choice.
- A relative we spoke with was complimentary on the way the service had managed the situation during the pandemic.

#### Improving care quality in response to complaints or concerns

- People who used the service were supported to raise concerns and complaints if they needed assistance with this.
- The registered manager had implemented new ways in which people could raise a concern or make a complaint.
- One concern had been escalated to a complaint by the registered manager due to the nature of the concern. This had been investigated and appropriately responded to.

#### End of life care and support

- People were encouraged to express their wishes for when they were nearing the end of their lives.
- The registered manager told us people would be supported to remain at Woodlea if this was their wish when approaching the end of life.
- The service worked with other health professionals within the community, such as district nurses. They would provide advice and support to people at end of life.



# 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 as 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;

- The service had a registered manager who understood their role and what was required to ensure the service provided good care to people. The registered manager told us they felt supported by both the provider and by the staff team in place at the home.
- Overall performance at the service had improved. Key improvements to auditing systems ensured there was better management oversight.
- Staff told us the management team were all approachable and supportive. The on-call system meant that staff had access to management support out of office hours and during the night.
- The management team and staff were responsive and keen to share information during the inspection. Communication between management and staff was much improved.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility.

- The manager was aware of their obligation to notify CQC of all of the significant events occurring within the home. Legal obligations in relation to notifying CQC of important events and any action taken had been met.

People were supported to be as independent as possible. Staff observed and encouraged people to do things for themselves.

- The registered manager understood their role and responsibilities in relation to the duty of candour. This is a set of expectations about being open and transparent when things go wrong.
- The rating awarded at the last inspection was on display in the service.

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

- The service operated an open-door policy. One relative we spoke with told us, "They (management) are really open and want you to get involved."
- Staff told us they felt more involved in the provision of support for people. Staff considered they had more of an enabling role. There was a key worker system in place which helped promote continuity of care and support.
- Staff supervisions and team meetings took place. These meant staff had the opportunity to voice their concerns and make suggestions in how to improve the service.
- Staff told us they were confident in raising any concerns and that the management team were

approachable. Staff felt listened to and supported by the registered manager and other members of the senior management team.

#### Continuous learning and improving care

- The registered manager and the business support manager worked with commissioners of care, health and social care professionals and other stakeholders to ensure the quality of care was consistently good.
- Quality assurance systems were in place and used effectively to monitor key aspects of the service.
- Regular staff meetings provided opportunities to discuss current practice and any changes that were needed to best support and enable people and improve their quality of life.

#### Working in partnership with others

- Staff and the service worked in partnership with a range of health and social care professionals to ensure people's needs were met.
- People were helped to achieve good outcomes due to the links made by the service with outside agencies and health professionals.