

Cognithan Limited

Woodside Court Supported Living

Inspection report

21 Lancaster Road
London
SE25 4BJ

Date of inspection visit:
18 March 2022

Date of publication:
20 April 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Woodside Court Supported Living is a supported living service providing the regulated activity personal to men with mental health needs in one adapted building. At the time of our inspection there were 17 people living at the service.

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

People's risks were assessed to mitigate the possibility of them experiencing avoidable harm. Where risks were identified the provider took action to reduce them. To address identified risks within the environment the provider worked with a number of agencies (including the local authority and specialist contractors) to keep people safe.

The registered manager and leadership team carried out daily audits to ensure people's continued safety. The provider had an action plan and timetable in place to monitor the continued reduction of environmental risks.

Why we inspected

This targeted inspection was prompted by concerns raised regarding risks to people arising from environmental hygiene at the service. This inspection examined those risks. We found no evidence during this inspection that people were at risk of harm from this concern. Please see the Safe section of this report.

We use targeted inspections 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.

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 COVID-19 and other infection outbreaks effectively. This included checking the provider was meeting COVID-19 vaccination requirements.

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 comprehensive inspection, by selecting the 'all reports' link for Woodside Court Supported Living on our website at 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

Woodside Court Supported Living

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 following a specific incident. 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

This inspection was undertaken by one inspector.

Notice of inspection

This inspection was unannounced.

Service and service type

This service provides care and support to people living in a 'supported living' setting, so that 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 aspects of people's personal care and support.

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.

What we did before the inspection

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

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 used all this information to plan our inspection.

During the inspection

We spoke with one person, the registered manager, unit manager and deputy manager. We reviewed potential risks to people throughout the service and the management of health and safety. We checked audits related to food safety, infection prevention and control, pest control and fire safety.

After the inspection

We reviewed further information sent to us by the provider regarding health, safety and pest control.

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.

Assessing risk, safety monitoring and management

- Where risks to people were identified, the provider took action to address them. For example, following the report of mice in the premises the provider contacted pest control specialists. When contractors performed poorly and failed to adequately address the issue the provider terminated their contract and hired an alternative company.
- The provider followed the guidance of pest control specialists and local authority assessors to keep people safe within the service. This included sealing cracks and holes throughout the service and removing foliage in the garden.
- The provider recognised that previous pest control specialists failed to use pest control measures safely and put people at risk of accidentally accessing chemicals which could cause harm. New contractors removed them items and worked in partnership with the provider to ensure people were safe as vermin were eliminated.
- To protect against infestation the provider worked with specialists who safely bait areas and used ultrasonic repellents. Staff carried out daily checks of the environment to ensure it remained safe for people. The registered manager regularly audited these checks.
- To protect people from risks associated with the potential contamination of food in the kitchen, the provider took action. This included temporarily closing the kitchen for use and removing all items, flooring, fixtures and fittings. At the time of our inspection the provider was replacing the flooring and installing new kitchen cupboards.
- Whilst the kitchen was out of commission the provider arranged for safe alternatives. This included the preparation of foods in the dining room, the safe storage of foods and arrangements for meals to be delivered.
- The provider took action to address identified infection prevention and control risks. For example, following concerns about one person's mattress, all of the mattresses and bedding was changed throughout the service
- The registered manager was in the process of completing an environmental audit at the time of our inspection. This process was designed to ensure the care home environment was safe.
- Staff received training to keep people safe. This included training in health and safety, fire safety, moving and handling and food safety.
- People's individual risks were assessed, and care records provided staff with guidance on managing people's individual risks
- Where required specialist checks were undertaken by external specialists. For example, fire safety equipment and equipment to assist mobility were checked by contractors.

Preventing and controlling infection

- 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.