

Precious Homes Limited

Precious Homes Bedfordshire

Inspection report

Treow House
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Bedfordshire
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Date of inspection visit:
10 November 2022

Date of publication:
19 December 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated

Summary of findings

Overall summary

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and 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 supporting people with a learning disability and autistic people, and providers must have regard to it.

About the service

Precious Homes Bedfordshire (AKA Treow House) is a domiciliary care agency and supported living service, providing personal care for adults with a learning disability, autistic people and people with mental health needs, in their own homes.

Treow House comprises of 22 one-bedroom flats, with a shared communal living room and garden. Staff from the service also support individuals in their own homes through an 'outreach support in the community' service.

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. At the time of this inspection the service was supporting 24 people. Of these, 11 people were receiving personal care.

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

This was a targeted inspection that only considered the safe management of medicines, preventing and controlling infection, learning lessons when things go wrong and supporting people to live healthier lives; by accessing healthcare services and support. Based on our inspection we found improvements in all of these areas:

- Action had been taken to ensure people received their medicines in a safe way and as prescribed.
- Staff followed current government guidance by wearing face masks correctly; to prevent and control infection risks.
- New cleaning rotas and spot checks had been introduced to make sure people's homes were clean and hygienic.
- Incidents were being monitored more closely; to identify opportunities to learn lessons and improve safety across the service.
- Systems were in place to ensure people had regular access to routine and specialist health care support and services.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 4 November 2022).

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

At this inspection we found improvements had been made.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or 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.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 requires improvement.

We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service effective?

At our last inspection we rated this key question requires improvement.

We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Precious Homes Bedfordshire

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 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.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Precious Homes Bedfordshire provides care and support to people living in one 'supported living' setting (Treow House), so that they can live as independently as possible. The service also provides a community outreach (domiciliary care) service to people living in their own houses and flats.

In both cases, people's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living or domiciliary care; this inspection looked at people's personal care and support.

Registered Manager.

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the

quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was not a registered manager in post. However, the manager had submitted an application to register. We are currently assessing this application.

Notice of inspection

This inspection was unannounced.

Inspection activity started on 10 November 2022 and ended on 24 November 2022. We visited Treow House on 10 November 2022.

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 already held about the service and sought feedback from the local authority who works with the service. We used all this information to plan our inspection.

During the inspection

We spoke with/or observed the support provided to three of the nine people living at Treow House who received personal care; to understand more about their experience of the care provided.

We spoke with, or had written communication with, eight members of staff including: the manager, two deputy managers, one senior support worker, support workers and the office administrator.

We reviewed a range of records including care and medicine records for five people using the service. We also looked at a variety of records relating to the management of the service including audits, spreadsheets, emails and meeting minutes; so we could corroborate our findings and ensure the care and support being provided to people were appropriate for them.

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 requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served about using medicines safely, preventing and controlling infection and learning lessons when things go wrong. We will assess the whole key question at the next comprehensive inspection of the service.

Using medicines safely

- At our last inspection we found medicines were not always managed safely or administered as prescribed. We found delays in seeking advice from healthcare professionals when people regularly refused their prescribed medicines; people's records had not always been updated when changes were made to their prescribed medicines and medicine audits had failed to identify and address these findings.
- During this inspection we found improvements had been made in each of these areas.
- Staff were working with healthcare professionals to consider the best options for people who regularly refused their medicines, or may, in their best interests, require their medicines covertly (this is when medicines are disguised in food or drink for example, without the consent of the person receiving them).
- New personalised guidance: 'How I like to be supported to take my medication', had been developed for each person; to assist staff in understanding the level of support they needed to take their medicines safely.
- Some people were prescribed medicines to be taken on a 'when required' (PRN) basis, including topical medicines. Improved guidance on when to administer these medicines had been provided in the form of 'PRN protocols'. However, we did find some that would benefit from further detail to ensure consistency in how people's medicines were administered. The manager told us they would seek further advice on this.
- Regular medication audits were taking place; identifying actions for improvement which were followed up later to check the improvements had been made.
- Where a medicine error had occurred, there was evidence of staff re-training and competency checks; to ensure lessons were learnt and the risk of a future reoccurrence minimised.

Preventing and controlling infection

- At our last inspection we found the systems to prevent the control and spread of infection were not robust. A number of staff were seen not wearing face masks or not wearing them properly. In addition, people were not always supported to live in an environment with a good level of cleanliness.
- During this inspection we found improvements in both these areas.
- Throughout our visit all staff were seen wearing face masks correctly.
- Cleaning rotas had been introduced and senior staff were carrying out regular spot checks, to ensure people's homes were maintained to a good and hygienic standard.

- Staff were working with people's housing landlord to provide equipment, fixtures and fittings that would be more robust and easily cleanable, where required.

Learning lessons when things go wrong

- At our last inspection we found incidents affecting people's safety were not always managed well. Gaps in records such as incident reports, showed missed opportunities to routinely learn lessons and improve safety across the service; through reviewing incidents and events. Some incidents had not been recorded at all, so there was no information to review and learn from.
- During this inspection we found improvements in both these areas.
- Staff had been reminded of the importance of recording all incidents. The manager told us they would be reinforcing the need to maintain clear records at a forthcoming staff meeting too. They had also requested further training for staff around recording and documenting.
- We did find some records that would have benefited from more detail however, other records showed the management team were making regular checks of incidents that had occurred. They had also requested more detailed information from staff on a number of occasions; to identify potential themes and opportunities to learn lessons and improve safety.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the effective key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served about supporting people to live healthier lives, access healthcare services and support. We will assess the whole key question at the next comprehensive inspection of the service.

Supporting people to live healthier lives, access healthcare services and support

- At our last inspection we found people were not always supported to access healthcare services for routine check-ups, including a dentist. Plus staff did not always understand how to support people with their daily oral health care routines.
- During this inspection we found improvements in both these areas.
- Staff had been busy contacting a variety of health professionals, including dentists, to set up healthcare checks for people. This included checks to investigate causes behind changes in people's needs.
- A new health appointment spreadsheet had been developed, providing improved oversight of when people attended routine healthcare and screening appointments, and when these were next due.
- Staff described how they followed new advice from health professionals. Records showed this was being done in a timelier way, with senior staff regularly checking to follow people's progress.
- Staff were recording more frequent support to people with cleaning their teeth. Some staff were better at documenting people's success with this than others.
- This was the same for records detailing the outcomes from appointments with health care professionals. Most were extremely detailed, but a few were not. The manager told us they were working with the staff team to improve the quality of record keeping, but this would take more time to embed the changes and ensure consistency across the service.