

Pennine Camphill Community Limited(The) Pennine Camphill Community

Inspection report

Wood Lane
Chapelthorpe
Wakefield
West Yorkshire
WF4 3JL

Tel: 01924255281
Website: www.pennine.ac.uk

Date of inspection visit:
03 August 2023

Date of publication:
30 August 2023

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

Pennine Camphill Community is a specialist residential college, providing education, personal care and living accommodation for up to 28 people. The service supports people who have a learning disability and/or autism. At the time of our inspection 6 students were living at the service.

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

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.

This was a targeted inspection that considered the safety of people using the service. Based on our inspection of risk, staffing and safeguarding, we found that one area of risk was not identified and assessed. Whilst we found action was taken to mitigate immediate risks to people, no specific risk assessment or care plan was in place to guide staff about how to safely support people. Following our inspection, action was taken to address this.

The service had designated safeguarding leads. However, we found several incidents of which had not been reported to the local authority or CQC. Staff 'normalised' behaviours of concerns and senior staff did not always identify incidents which required reporting to external agencies.

Incidents were monitored in house through a therapy team, safeguarding team and the care manager. Staff understood their roles in relation to safeguarding and told us they felt comfortable to report concerns. Staff had reported safeguarding concerns to the senior team; however, incidents were not reported externally by the leadership team. People were supported by enough staff and where people required dedicated 1:1 this was provided. People told us they felt safe, and staff told us people were safe and there were enough staff to safely support people.

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 inadequate (published 03 April 2023).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the safety of people using the service. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

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.

We were assured during this inspection that people were protected from the risk of harm from this concern. However, we have identified concerns in relation to records and reporting incidents to external agencies. Please see the safe sections of this full report.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Pennine Camphill Community on our website at www.cqc.org.uk.

Enforcement

We have identified breaches in relation to safeguarding at this inspection.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will meet with the provider following this report being published to discuss how they will make changes to ensure they improve their rating to at least good. We will work with the local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The overall rating for this service is 'Inadequate' and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe and there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

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

Inspected but not rated

Pennine Camphill Community

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 on a concern we had about the safety of people living at the service.

Inspection team

The inspection was carried out by 1 inspector.

Service and service type

Pennine Camphill Community is a specialist residential college and a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Pennine Camphill Community is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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 a registered manager in post.

Notice of inspection

This inspection was unannounced.

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 and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 4 staff and 4 people living at the service. We reviewed a range of records in relation to incidents, safeguarding, managing risks and staffing. We carried out observations of care.

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 as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about safety. We will assess the whole key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse. Assessing risk, safety monitoring and management

At our last inspection we found systems and processes were not robust in protecting people from the risk of abuse. This placed people at risk of harm. This was a breach of regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection, not enough improvement had been made and the provider remained in breach of regulation 13.

- Systems in place were not effective to ensure people were protected from the risk of unsafe harm. Risks to people were not always identified and assessed.
- The service had designated safeguarding leads and incidents were monitored in house. However, we found several incidents which were not reported to the local authority safeguarding team or CQC.
- Not all risks to people were mitigated. One person did not have a specific risk assessment or care plan in place to guide staff about how to safely support this person and others living at the service. Immediate actions were put in place to ensure people were safe and following our inspection a risk assessment and care plan was implemented.
- Senior staff 'normalised' behaviours of concern and failed to recognise all risks posed to people.

The provider failed to ensure systems were in place to protect people from the risk of abuse. This was a breach of regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- Incidents were monitored for themes and trends, and appropriate action taken to learn lessons from them. For example, trends in people's behaviours of distress had been identified and highlighted with the staff team.
- People told us they felt safe. Comments included, "I feel safe here" and, "I am safe and I have friends here."
- Staff were trained about how to safeguard people from the risk of abuse and told us they felt comfortable to raise concerns. Staff told us people were safe. One staff said, "I definitely think people are safe, we are meeting people's needs."

Staffing and recruitment

- People were supported by enough staff to meet their needs and promote safety.
- Where people required designated 1:1 staff, this was provided, and we observed people receiving staff support in line with their assessed needs.
- People told us they liked the staff. One person said, "I always have staff, I like them all, there's not one I don't like."

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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.

Visiting in care homes

- Visiting arrangements were in place and people were receiving visitors.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 13 HSCA RA Regulations 2014 Safeguarding service users from abuse and improper treatment</p> <p>The provider failed to ensure systems were in place to protect people from the risk of abuse.</p>