

Accord Housing Association Limited

West End Village

Inspection report

London Road
Stoke-on-trent
ST4 5AA

Tel: 01782413246

Date of inspection visit:
09 September 2021

Date of publication:
12 October 2021

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

West End Village is a domiciliary care service providing personal care to people aged 65 and over. At the time of our inspection the service was supporting 35 people.

Not everyone who used the service may receive 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 the inspection 30 people were receiving personal care.

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

Risks to people's safety were managed. People's care plans contained information about how personal risks should be managed and were involved in developing ways of managing these. Staff were knowledgeable about risks to people and received additional training to help them manage them

Rating at last inspection

The last rating for this service was requires improvement (Published 24th May 2021)

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. We had received concerns risks to people were not being managed effectively putting them at risk of harm. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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 found no evidence during this inspection that people were at risk of harm from these concerns.

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

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 safe?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

West End Village

Detailed findings

Background to this inspection

The Inspection

This was a targeted inspection to check whether the provider had met the requirements of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a specific concern risks to people using the service were not being managed effectively.

Inspection team:

The inspection team consisted of one inspector.

Service and service type:

West End Village provide personal care to people living in their own homes in the community.

The service had a manager registered with the Care Quality Commission. 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.

Notice of inspection:

We gave 24 hours' notice of the inspection site visit because we wanted to be sure the management team was in the office.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included details about incidents the provider must notify us about. We contacted the local authority and the local clinical commissioning group who commission services from the provider. We assessed the information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection, we spoke with the Head of Services and two staff members.

We reviewed a range of records about people's care and how the service was managed. This included looking at four people's care records.

After the inspection

We continued to seek clarification from the provider with regards staff training.

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 as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. The purpose of this inspection was to explore the specific concerns we had about West End Village. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- The provider had systems in place to protect people from risk of harm. Personalised risk assessments had been written for people covering a range of identified risks including eating and drinking, skin care, mobility and health conditions.
- Where possible people had been consulted about how they wished to have risks managed.
- Care plans had been reviewed and developed to manage known risks. This meant people received safe and appropriate care
- People had a Personal Emergency Evacuation Plan. This meant staff and the emergency services have access to important information to enable them to evacuate people safely in the event of an emergency.
- Training records showed staff had received appropriate training with regards to the needs of the people using the services.