

# National Autistic Society (The) Greatwood House

## Inspection report

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## 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

Greatwood House is a large detached bungalow situated in the extensive grounds of Somerset Court which is owned by the provider. The home accommodates six people who have autism and complex support needs. Up to four people live in the main part of the home; two people live in two self-contained flats attached to the main house. At the time of the inspection four people were living at the home.

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

There were systems in place to ensure staff were aware of risks of people choking. Risk assessments were reviewed and updated where required. Staff confirmed they were kept up to date about changes to people's care plans and risk assessments. Risks were discussed during team meetings and group supervisions. The provider also carried out checks to ensure staff were following guidance.

People were protected by infection control policies and procedures. Staff had received training in infection control and the correct use of personal protective equipment [PPE]. Specific risk assessments had been put in place to support people relating to COVID-19. We identified an area of the home, which was not visibly clean, the registered manager took action to address this. Some staff were not engaging in the recommended COVID-19 testing programme. The provider was encouraging staff to engage in this and had measures in place to mitigate risks.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

This service was not able to demonstrate how they were meeting all of the underpinning principles of Right support, right care, right culture. This was because the service was originally set up as a campus setting. There were five other registered care homes set in the grounds of Somerset Court in close proximity to Greatwood House. The service was registered with us prior to the guidance being implemented. The provider had plans in place to address this and could demonstrate they were making progress.

Rating at last inspection

The last rating for this service was requires improvement (published 04 April 2020).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staff following guidance relating to eating and drinking assessments. A decision was made for us to inspect and examine those risks. We also reviewed the infection control procedures as part of our current methodology.

We did not find evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Greatwood House 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 re-inspection 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**

# Greatwood House

## 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.

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

The inspection was carried out by one inspector.

#### Service and service type

Greatwood House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided.

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

This inspection was unannounced.

#### Before the inspection

We reviewed information we had received about the service since the last inspection. We received feedback from the local authority. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used this information to plan our inspection.

During the inspection

We completed observations of the service. We spoke with the lead manager, registered manager, deputy manager, and two members of staff. We reviewed two people's care records. We also reviewed records relating to infection control.

After the inspection

We spoke with two staff via video calls. We continued to seek clarification from the provider to validate evidence found.

# 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 check a specific concern we had about staff following professional guidance. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- Risks relating to people choking had been assessed and plans were in place to mitigate these risks.
- People at risk of choking had been assessed by a Speech and Language Therapist (SALT) to determine the safest way to support them to eat. The SALT guidance was available for staff. People's risk assessments and care plans clearly directed staff to the original SALT assessment and guidance.
- There were systems in place to ensure all staff were aware of risks to people relating to choking. Risk assessments were reviewed and updated where required. We found two documents where one member of staff had not signed to demonstrate they had read the latest version. The staff had signed other associated documents relating to the risk. The registered manager took action to address this. We did not find any examples of staff not following guidance.
- Staff told us communication was good in the home and any changes in people's needs or concerns were reported and escalated by the management team.
- Staff told us they had completed relevant training relating to people's risks. For example, first aid, including the risk of choking. Additional training relating to eating and drinking was being arranged.
- A system was in place to ensure all staff had access to relevant information relating to specific risks. Staff explained how people's risks were discussed at handover, staff meetings and staff supervision. There were systems in place to monitor care plans and risk assessments.

### Preventing and controlling infection

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The staff toilet was not clean, we also noticed an area of the office was very dusty. We discussed this with the registered manager who took action to address this.
- We were somewhat assured that the provider was accessing testing for people using the service and staff. Some staff were refusing to engage in the COVID-19 testing programme, we discussed this with the lead manager who gave assurances they had taken steps to mitigate the risks. These included staff wearing the appropriate PPE, social distancing, regular handwashing and daily temperature checks.
- 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

We have also signposted the provider to resources to develop their approach.