

Inspired 4 Care Limited

The Acres

Inspection report

10 Rush Acre Close
Radcliffe
Manchester
M26 3XW

Tel: 01618505333

Date of inspection visit:
12 August 2020
17 August 2020

Date of publication:
23 September 2020

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 |
| Is the service well-led? | Inspected but not rated |

Summary of findings

Overall summary

About the service

The Acres is a small care home situated close to Radcliffe town centre. The service is registered to provide personal care and support to up to four people with a learning disability and complex needs.

The Acres has been designed considering best practice guidance and the principles and values underpinning Registering the Right Support. The Acres is situated in a quiet residential area and provides spacious open plan accommodation. Bedrooms are available on both the ground and first floors. Aids and adaptation are provided depending on the individual needs of people. At the time of this inspection there was only one person living at the home.

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

Systems to help minimise risk and keep people safe had been improved.

A more robust pre-admissions assessment process had been introduced to help determine the suitability of placements at the home. People's individual support needs were clearly planned for and communicated to staff so that a consistent approach was offered.

Staff had a range of skills and experience in social, educational and special needs support. Further training in specific areas of support were also provided. Staff spoken with confirmed on-going training was provided and felt equipped to support people.

Good hygiene standards were maintained within the home. Management plans and adequate equipment were in place to help reduce the risk and impact of the COVID-19 pandemic.

Clear, defined management roles had been established. The registered manager completed a range of audits and checks providing good oversight of the service. Areas of improvement were appropriately planned for and shared with staff so 'lessons were learnt'. People we spoke with and staff had confidence in the registered manager and their management of the service.

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 February 2020). The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice and breaches we previously served in relation to Regulations 9, 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met in relation to the assessment, planning and management of risk to people.

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.

We found no evidence during this inspection that people were at risk of harm. Please see the safe, effective and well-led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Acres on our website at 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 Inadequate. 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

Is the service effective?

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

Is the service well-led?

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

The Acres

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice and breaches in relation to the assessment, planning and management of risk to people. Three key questions were inspected; 'Is the Service Safe?' 'Is the Service Effective?' and 'Is the Service Well-Led?'

As part of CQC's response to the coronavirus pandemic we also looked at the infection control and prevention measures in place at the home.

Inspection team

The inspection was carried out by one inspector.

Service and service type

The Acres 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, and both were looked at during this inspection.

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. Due to the COVID-19 pandemic we wanted to review documentation remotely and make arrangements to speak with people and staff. This helped minimise the time we spent in face to face contact with the staff team.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We also requested information from the registered manager prior to this inspection. All this information was used as part of the inspection plan. On this occasion the provider was not asked to complete a provider information return prior to this inspection.

During the inspection

We spoke with the registered manager and a support worker. We observed interactions with the person living at The Acres. Through our discussions and a review of records, we looked at how people using the service were kept safe through the management systems in place. We also explored how staff were trained and equipped to support people's individual needs.

After the inspection

We continued to seek clarification from the provider to validate evidence found. On the second day of the inspection we spoke with two members of staff and a relative of the person living at the home. Feedback received has been added to the report. We also sought feedback from the local authority. No concerns were raised with us.

Is the service safe?

Our findings

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 if the provider had met the requirements of the warning notice and breaches in relation to the assessment, planning and management of risk to people.

We will assess all the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

At our last inspection the provider had not taken robust action to reduce the risks people may pose to themselves or others and staff had not followed the agreed risk assessment and care plan. This was a breach of Regulation 12 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- Individual risk assessments and management plans were in place to help minimise the risks to people and guide staff in the support needed. Referrals to specialist services and changes in the environment had been made to help minimise identified risks. Staff told us, "There's clear information, we're definitely able to understand."
- Following the last inspection additional aids were fitted to the environment to alert staff of people's movements. Staff also spoke about monitoring systems where there were changes in behaviour. These enable staff to respond promptly should someone need additional support.
- The relative we spoke with said they had been consulted with about their family member. We were told, "Communication is a two-way thing. They (staff) inform us if there have been any issues with [person] behaviour. The staff take our advice, we feel listened to. Overall things could not be better."

Preventing and controlling infection

- Current guidance and training on infection control had been provided for staff to help promote safe working practices. The registered manager had also developed a contingency plan detailing measures to be taken to help reduce the risk and impact of the COVID-19 pandemic.
- Staff told us there were enough supplies of personal protective equipment (PPE) and this was worn when on duty. We saw this when we visited the home.
- The relative we spoke with said they had been kept up to date about action taken by the home and were confident their family member was being kept safe and the risks of infection was being managed.

Is the service effective?

Our findings

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 if the provider had met the requirements of the warning notice and breaches in relation to the assessment, planning and management of risk to people.

We will assess all the key question at the next comprehensive inspection of the service.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

At our last inspection the provider had not robustly assessed a person's needs, nor ensured the staff had the training and experience to meet their complex needs, before they moved to The Acres. This was a breach of Regulation 9 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 9.

- The registered manager was clearly aware of their responsibility in ensuring placements were appropriate and people's needs could be safely and effectively met.
- Whilst there have been no new admissions to the service the registered manager had introduced a comprehensive pre admission assessment process. An 'eligibility criteria' for admission and the pre-assessment process was outlined in the homes Statement of Purpose.
- Records showed an initial enquiry form was completed followed by a pre-assessment. We found comprehensive information had been gathered detailing the social, emotional and physical needs of a person recently referred to the home. In addition, 'transitional days' would be offered whereby prospective residents could visit or have overnight stays at the home, giving the person an opportunity to meet with residents and staff before making a decision.
- Staff spoke about an inappropriate referral which had not been accepted due to the potential risks posed for the service and others living at The Acres. One staff member said, "I feel confident that people will not be accepted unless they are suitable and there are no specific risks to others."

Staff support: induction, training, skills and experience

- A programme of induction, training and support was available to assist new and existing members of the team.
- Staff confirmed a comprehensive induction was completed on commencement of employment, followed by regular team meetings and individual supervisions. Staff felt these provided further opportunity to discuss areas of learning as well as share knowledge and experience.
- The staff team have a range of skills and experience in social, educational and special needs support. Necessary training, needed to carry out their role, was provided and included areas specific to the individual needs of people. This was confirmed by those staff spoken with.

- We were told, "There's good support, we explore staff well-being as well as any work issues and training needs always discussed."

Is the service well-led?

Our findings

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 if the provider had met the requirements of the warning notice and breaches in relation to the assessment, planning and management of risk to people.

We will assess all the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

The lack of robust risk management and review of incidents and the involvement of the nominated individual in care matters when they did not have the knowledge or experience was a breach of Regulation 17 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- Since our last inspection the manager has registered with the CQC. The provider and registered manager had agreed clearly defined roles and responsibilities. Only those staff with the relevant knowledge and experience were directly involved in management and support of people who use the service.
- Audit and checks providing oversight of all areas of the service were carried out to help monitor and improve standards. Where themes and patterns had been identified action had been taken to minimise risk. Learning was shared with staff so lesson could be learnt, and improvements made.
- Staff spoken with said they were fully supported in their role, there was good teamwork and clear leadership. The registered manager was described as, "Very organised and supportive", "Leads by example" and "Absolutely brilliant manager, will do anything to help. "
- The relative we spoke with as part of the inspection said they had confidence in the registered manager and the support provided. Their comments included, "Excellent service, they [staff team] could not be more helpful. We're very appreciative of their hard work."