

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 five people were living at the home.

The service had not originally been developed and designed in line with the Registering the Right Support guidance. This was because there were five other registered care homes set in the grounds of Somerset Court in close proximity to Greatwood House. The Registering the Right Support Guidance was implemented in 2017 after the service had registered with us. The registered manager had since personalised the service to reflect the Registering the Right Support Guidance.

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

There were measures in place to minimise risks to people involving the risks relating to choking and individual health needs. Staff were aware of the control measures in place. Systems had been implemented to ensure all staff working in the service were aware of the risks and how to mitigate them. Risk assessments were reviewed and updated where required. Staff confirmed there had been learning following a choking incident in one of the providers other homes.

Specific risk assessments had been put in place to support people during the COVID 19 lock down, and for managing the return to socialising in the wider community safely.

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]. Staff had taken into consideration the affect wearing PPE might have on people living in the home.

Rating at last inspection

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

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about a choking incident that occurred at a different location run by the provider. A decision was made for us to inspect and examine those risks. The information the Care Quality Commission (CQC) received about the incident investigation indicated concerns about the management of choking across all of the providers services. This inspection examined those risks and the management of health-related risks. We also review the infection control procedures as part of our current methodology.

We found no 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.

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

This was a targeted inspection to check on a specific concern we had about assessing risk, safety monitoring and management.

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

We gave the service 48 hours' notice of the inspection to ensure we could manage the risks related to COVID19.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. 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

Due to Covid 19 guidelines around inspecting in a campus setting we carried out a short site visit to the service to observe infection control practices. We requested the documentation we required be provided for us at a safe location provided by the service. We reviewed the care plans and risk assessments for three people, staff training and supervision records relating to learning from incidents and managing risk. During the visit we spoke with the registered manager, lead manager, area manager and quality manager.

After the inspection

We spoke with four staff and the registered manager via video calls.

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 the risk of people choking. 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 mitigated. Risk assessments were completed and reviewed when required. Staff were aware of the control measures in place.
- People at risk of choking had been assessed by the Speech and Language Therapy Team (SALT) to decide the safest way to support them to eat safely whilst managing a healthy diet. The SALT guidance was available in the care plans reviewed.
- Best practice guidelines are that a SALT assessment should not be transcribed into a person's care plan as it presents a risk that information could be missed or inadvertently modified. The risk assessments and care plans were clear about directing staff to the original SALT assessment and 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.
- We spoke with staff about an incident at one of the providers other homes. They told us that learning from the incident had been undertaken through emails, team meetings and supervisions. Staff were able to explain the procedures that should be followed to keep people safe.
- The registered manager confirmed how the provider had shared learning from the incident and they told us how this was cascaded to the team.
- Staff told us that they had completed relevant training relating to people's risks. They said they worked well as a team and ensured risk management guidance was followed.
- The registered manager told us how they had implemented systems to ensure all permanent and agency staff had access to relevant information relating to specific risks, including agency staff. They explained how people's risks were discussed at handover, staff meetings and staff supervision.
- The registered manager had oversight of people's risk assessments and the provider had systems in place to monitor these.

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 meeting shielding and social distancing rules.
- We were assured that the provider was using personal protective equipment (PPE) effectively and safely.
- Routine staff testing was not yet available for the service sector. However, we were assured that the provider was accessing testing for people using the service and staff via alternative means when necessary.
- 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.