

# Spectrum (Devon and Cornwall Autistic Community Trust)

## The Beach

### Inspection report

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Date of inspection visit:  
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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

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.

### About the service

The Beach is a residential care home that provides personal care and support for up to 14 autistic people, people with a learning disability or both. At the time of the inspection there were 11 people living at the service.

The service is a two-storey block of flats with a communal area, located overlooking Porth beach in Newquay. The service is part of Spectrum (Devon and Cornwall Autistic Community Trust) which has several services in Cornwall providing care and support for autistic people and/or people with a learning disability.

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

This was a targeted inspection that considered staffing levels and the impact on people's experiences. Based on our inspection of staffing we found the following.

#### Right Support:

Due to low staffing numbers people were not supported to have the maximum possible choice, control and to be independent. People did not consistently have control over their own lives.

#### Right Care:

The service did not have enough appropriately skilled staff to meet people's needs and provide person-centred care in line with people's preferences.

#### Right Culture:

Staff did not always know and understand people's needs. There was a high level of agency staff which meant people did not always receive consistent care from staff who knew them well.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The last rating for this service was requires improvement (published 9 August 2022). Following the inspection, we issued a warning notice requiring the provider to become compliant with the regulations by 19 July 2022.

At this inspection we found the provider remained in breach of regulations.

### Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

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.

### Enforcement and Recommendations

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the service and will take further action if needed.

We have identified a continued breach in relation to staffing.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

### Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and 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 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 as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# The Beach

## 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 in relation to Regulation 18 (Staffing) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

#### Inspection team

The inspection was carried out by two inspectors.

#### Service and service type

The Beach is 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. The Beach 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 service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was not a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### What we did before 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. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us 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 met and spoke with six people living at the service. We spoke with seven members of staff including the manager, two care staff, four agency workers and the interim Chief Executive Officer (CEO).

We looked at staff support grids for the period 2 July 2022 to 5 August 2022. We looked at two people's care plans, people's daily logs and the service's diary and communication book.

# 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 requires improvement. 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 if the provider had met the requirements of the warning notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

### Staffing

- Due to low numbers of staff people were not consistently receiving person-centred care that met their needs and preferences.
- Some people required support from two members of staff during the day, either for the full day or parts of the day so they were able to go out. On the day of the inspection the manager told us they were; "Very, very short today. Everyone has one to one support at the moment due to annual leave and sickness."
- Staffing grids reflected how many staff had been on duty throughout the day. We looked at records covering 2 July 2022 to 5 August 2022 and found numerous occasions when people had not had support in line with their commissioned needs. For example, one person was commissioned to have support from two staff for 14 hours a day. We identified 25 occasions when they had not received this support.
- People told us they were not always able to do the things they wanted due to low staff numbers. Comments included; "I wanted to visit [place name] today, I asked [staff name] but he said, "Not today, there's not enough staff.""
- Agency staff were used to help fill gaps in rotas and keep people safe. Some agency staff were working long term at the service and knew people well. Others had no experience of working at The Beach and had been given limited time to gain an understanding of their needs.
- On the day of inspection one person was being supported by an agency worker who had not worked at the service before. When they started their shift the person they were supporting was asleep so there had been no introduction, the first time the person saw the agency worker was when they got up and saw them in their flat.
- Another person was supposed to have support from two staff during the day. On the day of the inspection they were being supported by an agency member of staff. The second member of staff was the only driver working and had left the service to take someone to a nearby town and do some shopping.
- One person told us they found it difficult being supported by staff they did not know. They commented; "I don't know any of the new members of staff, that's why I'm too quiet. I just don't know them."
- Following the inspection visit the interim CEO contacted us to inform us of how they expected to be compliant with the regulations in the near future. This included a drop in the numbers hours they were required to deliver, an improving situation with recruitment and better staff retention figures. however, we will need to see the improvements in place and sustained before we can be assured people's needs can be consistently met.

The failure to provide sufficient numbers of staff to meet people's needs, was a continued breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.



This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 18 HSCA RA Regulations 2014 Staffing  There were not enough suitably qualified, competent, skilled and experienced staff available to meet people's assessed needs.

### **The enforcement action we took:**

We imposed conditions on the provider requiring them to submit monthly reports.