

Homewards Care Ltd

Homewards Limited - 20 Leonard Road

Inspection report

20 Leonard Road
Chingford
London
E4 8NE

Tel: 02082572348

Date of inspection visit:
09 September 2020

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24 November 2020

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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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Homewards Limited – 20 Leonard Road provides accommodation with personal care for up to three people with learning disabilities or autism spectrum disorder. At the time of this inspection there were two people using the service.

People's experience of using this service

A relative told us their relative was safe and they were satisfied with the cleanliness in the service.

Staff confirmed they were provided with adequate amounts of personal protective equipment such as masks and gloves.

Staff understood what action to take if they suspected somebody was being harmed or abused.

Staff knew how to report accidents and incidents.

People had risk assessments to keep them safe from the risks they may face.

A relative and staff spoke positively about the management of the service.

The provider carried out quality checks such as infection control.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 31/10/2017) .

Why we inspected

This was a targeted inspection based on concerns raised with the local authority in relation to staffing, risk management, safeguarding and incident and accident reporting, .

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.

We looked at infection prevention and control measures under the safe key question. We look at this in all

care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

Please see the safe, 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 Homewards Limited - 20 Leonard Road 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 good. 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.

Details are in our safe findings below.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question good. 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.

Details are in our well-led findings below.

Inspected but not rated

Homewards Limited - 20 Leonard Road

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted due to concerns received about risk management, staffing, safeguarding and reporting of accidents and incidents.

Inspection team

Two inspectors visited the service and were supported by another inspector to analyse the evidence.

Service and service type

Homewards Limited – 20 Leonard Road 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 who was in the process of becoming registered with CQC. 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. Following the inspection we received confirmation the manager had completed their CQC registration.

Notice of inspection

This inspection was announced. We gave the service 20 hours' notice. This was because we needed to carry out a risk assessment in relation to the coronavirus pandemic to ensure the safety of the inspectors, people using the service and staff.

What we did before the inspection

We reviewed the information we had received about the service. This included details of its registration, previous inspection reports and any notifications of significant incidents the provider had sent us. We

sought feedback from the local authority and professionals who worked with the service. We used all of this information to plan our inspection.

During the inspection

We spoke with the registered manager and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records. This included one person's care records in relation to risk assessments and behaviour management. We looked at two staff files in relation to recruitment. We also looked at incident and accident records and policies and procedures.

After the inspection

We spoke with one relative and two care staff as part of the inspection. The manager sent us documentation we requested including rotas..

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 good. We have not changed the rating of this key question, as we only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had in relation to risk management, accident and incident reporting, safeguarding and staffing.

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

Systems and processes to safeguard people from the risk of abuse

- A relative told us they felt their relative was safe at the service. This relative explained one staff member treated people using the service like they were part of their own family and this assured them their relative was safe.
- Staff were knowledgeable about the actions to take if they suspected somebody was being harmed or abused. One staff member told us, "I would report it to the [registered] manager and if [they do] not take any action, I would report to the social services or the CQC."
- The manager confirmed there had been no safeguarding incidents this year.

Assessing risk, safety monitoring and management

- People had risk assessments to reduce the risks of harm they may face and these were regularly reviewed.
- Risks assessed included risk of abuse towards or from others, self-harm, offending, absconding, health and safety and health conditions.
- Staff completed charts for people's behaviour incidents. This information was shared with the community learning disability team who supported staff to manage people's behaviour.
- Staff told us they did not work with anybody who had behaviour that challenged. They explained one person could become distressed and scream and their role was to talk to them about topics that interested them to keep the person calm.
- The provider had a system of recording accidents and incidents.
- Staff knew what action to take if there was an accident or incident. One staff member said, "I need to notify the manager and record it." Another staff member told us, "[For accidents] we call NHS 111 and the GP as well."

Staffing and recruitment

- Our inspection was prompted partly due to concerns relating to staffing levels. We found at this inspection there were enough staff.
- A relative told us during lockdown one staff member moved into the home to shield with and protect the people using the service. The relative found this reassuring because this meant there was consistency with staffing and reduced the risk of staff shortages,
- The registered manager, nominated individual and staff told us staff absences were covered by regular

agency staff. Records showed there were enough staff on duty to meet people's needs.

- Staff confirmed there were enough staff on duty to meet people's needs. Staff told us they had enough breaks and time off during and in between shifts.
- The provider carried out relevant pre-employment checks to ensure staff were suitable to work with vulnerable people. This included criminal record checks of new staff and regular updates to confirm continued suitability of staff.

Preventing and controlling infection

- A relative told us, "[Named staff member] is very particular about hygiene. That reassured me."
- Staff demonstrated they knew what action to take to prevent the spread of infection. One staff member said, "We need to keep the place clean. We need to use gloves, aprons and we use masks now. [We] wash our hands regularly and use the sanitiser."
- Staff confirmed they had access to an adequate amount of personal protective equipment such as gloves and masks.
- The premises were clean and free from malodour. There was a cleaning schedule in place.
- The service had an up to date infection control policy. Staff were observed to be wearing masks.
- There was a Covid-19 folder with guidance and information for staff near the front door.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection this key question was rated good. We have not changed the rating of this key question, as we only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had in relation to management oversight of record keeping.

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

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- A relative told us they were involved in decision making about the care their relative received and would discuss concerns with the keyworker. This relative said, "The new manager is approachable. [Service] is well managed now."
- Staff spoke positively about the management in the service. One staff member told us, "[The service] is managed well. I can talk to the [registered] manager any time."
- Staff told us they were regularly updated on changes in policy or people's care. One staff member said, "Every time I come on shift I get updated and it is recorded. When we have a meeting, we discuss everything."
- The registered manager and nominated individual were aware of their responsibility to report incidents and safeguarding concerns to the relevant authorities.
- Regular checks were carried out. For example, we reviewed infection control audits carried out in July, August and September which included checks on the cleaning and saw no concerns were identified.