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Seacliff Care Home

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

About the service

Seacliff Care Home 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.

Seacliff Care Home is registered to accommodate up to 24 people. At the time of our inspection there were 15 older people living in one adapted building in a residential area of Bournemouth.

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

Improvements had been made within the home since our last inspection. Infection control procedures had been reviewed and improved. There was a clear procedure for welcoming visitors to the home safely. Staff had enough personal protective equipment (PPE) to keep them safe and we observed this was worn correctly. Cleaning within the home had visibly improved.

Improvements had been made in regard to managing the Coronavirus pandemic within the home. A dedicated testing room had been created so the home could participate in testing of staff and the people living at Seacliff Care Home. The room was organised, private and clean. People and visitors said it was a nice environment which enabled them to have privacy.

Medicines were managed safely. There was a dedicated medicines room which was clean, well-stocked and organised. Managers and staff felt proud of the improvements made, they told us they were committed to continuing the improvements within the home.

People's risks were assessed, and the home continued to organise people's care files to make them easier to use and refer to. The home had undergone internal redecoration and organising which had improved the cleanliness, environment and safety for people as they move around the home.

People and staff told us they were happy at Seacliff Care Home and felt that improvements had been made. Staff were proud to work at the home and told us there was a sense of teamwork in the home, working together for the people they provide care for.

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 17 December 2020) and there were multiple breaches of regulation. Following the last inspection we told the provider when they must be compliant and meet the regulations. At this inspection we found improvements had been made and the provider was no longer in breach of regulation 12.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 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.

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 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.

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

Seacliff Care Home

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. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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

Seacliff Care Home 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 has not had a manager registered with the CQC since August 2020. A registered manager is someone who is registered with the 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.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought an update from the local authority and the fire service. 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.

During the inspection

We spoke with three people who used the service about their experience of the care provided. We spoke with six members of staff including the provider, manager, deputy manager, interim support manager, senior care workers and care workers. We made general observations throughout the inspection.

We reviewed a range of records. This included 15 people's care records and multiple medication records. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We requested further information from the manager and provider, and this was supplied to us promptly.

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

Assessing risk, safety monitoring and management

At our last inspection the provider had failed to robustly assess the risks relating to the health safety and welfare of people. This was a breach of regulation 12 (Safe Care and Treatment) 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.

- People had individual risk assessments in place for all aspects of their care and support. This meant that staff were guided to take the necessary steps to mitigate risks for the person. The home was completing a re-organisation of their care files and progress was ongoing.
- Risk within the environment had been reduced. The home had undergone internal redecoration and cleaning and was organised and tidy. These improvements reduced the risk of injury to people as they moved around the home.
- The provider was working with the fire service on improvements to the home and this was on schedule for the agreed completion date. This was confirmed by the fire service.

Using medicines safely

At our last inspection the provider had failed to manage medicines safely. This was a breach of regulation 12 (Safe Care and Treatment) 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.

- Improvements had been made to the management of medicines and they were managed safely. The home had created a dedicated medicines room, which was organised, and all medicines were stored securely. Fridge temperatures were recorded to ensure medicines were stored in accordance with the manufacturer's guidelines.
- Opening dates were written on liquid medicines. This meant that that conditions for their storage could be

monitored correctly.

- Guidance was in place for staff for medicines that people only needed to take occasionally. This meant that they could be administered in a consistent way.
- Medicine administration records (MAR) were completed correctly, these included a photograph of the person and a list of allergies where necessary.

Preventing and controlling infection

At our last inspection the provider had failed to ensure that infection control practices were in place and robust. This was a breach of regulation 12 (Safe Care and Treatment) 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.

- 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 accessing testing for people using the service and staff.
- 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 can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.