

Aberdeen House Care Limited

# Aberdeen House

## Inspection report

20 Stockerston Road  
Uppingham  
Oakham  
LE15 9UD

Tel: 01572823308

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27 April 2021

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23 June 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Aberdeen House is a residential care home providing personal and nursing care to 12 people aged 65 and over at the time of the inspection. The service can support up to 18 people.

Aberdeen House accommodates people in one building. People have access to a communal lounge, conservatory and garden space. There is not a separate dining room, but people are able to use tables in a visitor's room or the conservatory if they wish to.

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

Improvements had been made to the service's infection prevention and control procedures. Assurances were provided staff were consistently putting on and taking off personal protective equipment (PPE) in accordance with government guidance.

Cleaning schedules for high touch areas had been implemented and were being regularly completed.

People were receiving medicines safely. Relevant guidance was in place and being used by staff to ensure medicines were administered in accordance with how they were prescribed.

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 25 March 2021).

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

### Why we inspected

This inspection was carried out to follow up on action we told the provider to take at the last inspection. We undertook this targeted inspection to check whether the warning notice we previously served in relation to Regulation 12 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met on concerns about the use and disposal of PPE, cleaning and medicine administration. 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

Aberdeen House on our website at [www.cqc.org.uk](http://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**

# Aberdeen House

## 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 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a specific concern we had about the prevention and control of infections, and administration of medicines.

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

One inspector carried out the inspection.

#### Service and service type

Aberdeen 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, 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

This inspection was unannounced.

#### 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 all of this information to plan our inspection.

During the inspection

We spoke with seven members of staff including the provider, registered manager, assistant manager, senior care workers, care workers and the housekeeper.

We reviewed a range of records. This included three people's medication records, staff and people temperature checks and cleaning records. We reviewed the provider's arrangements for infection prevention and control. We also observed staff providing care and support in communal areas.

# 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 about failing to ensure staff were following government guidance about using and disposing of personal protective equipment (PPE); maintaining cleaning schedules and ensuring medicines were administered safely. We will assess all of the key question at the next comprehensive inspection of the service.

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.

### Preventing and controlling infection

- Processes were in place and being consistently followed by staff when putting on and taking off PPE. Registered persons were ensuring staff followed government guidance and the service's policies. This helped to reduce the risks around contracting and transmitting COVID-19.
- New bins had been purchased to allow staff to dispose of used PPE safely. Staff told us where and how they disposed of used PPE. This helped to reduce the risk of contracting and transmitting COVID-19.
- A new thermometer had been purchased after the inspection. Staff were taking their temperatures at the start of each shift, and people living at the service were having their temperatures taken regularly also. This meant staff could monitor themselves and people living at the service for changes and early indicators of COVID-19.
- Cleaning schedules for high touch areas had been implemented. We viewed cleaning records which demonstrated high touch areas were being cleaned frequently. Other cleaning records for areas such as people's bedrooms were also being completed regularly. This helped to ensure the service was kept clean and hygienic which reduced the risk of contracting and transmitting COVID-19 and other viruses.
- Communal bathrooms were clean. Cleaning schedules evidenced bathrooms were being cleaned regularly. Staff also told us they took responsibility for cleaning communal bathroom areas if they had supported people to have a bath. This helped to ensure facilities were clean and ready for others to use in between the regular cleans.