

Kross Investments Limited

Belton House Retirement Home

Inspection report

2 Littleworth Lane
Belton In Rutland
Oakham
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10 January 2022

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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

Belton House Retirement Home is a residential care home providing personal care to older people with a physical disability, sensory impairment, dementia and mental health needs.

The service is registered to support up to 30 people across two separate floors. 17 people lived at Belton House Retirement Home at the time of inspection.

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

This was a targeted inspection that considered safe. Based on our inspection of safe we found checks were in place to screen visitors for symptoms of COVID-19 before they entered the service.

All visitors were screened for symptoms of COVID-19 and were required to show a negative Lateral Flow Device (LFD) test result before they entered the service. Signage was displayed outside the service, detailing the requirement for visitors to wear personal protective equipment (PPE), such as face masks.

The acting manager understood the requirement to make sure all non-exempt care staff and other professionals visiting the service had been vaccinated with a complete course of an authorised vaccine for COVID-19.

The manager was reviewing systems and processes to align the recording of COVID-19 testing outcomes; staff and professional visitor's vaccination status and screening checks to make it easier to access.

A separate area had been allocated for staff testing to be undertaken. Staff took part in regular 'whole home testing' to ensure they were not infected with COVID-19.

People were able to speak with friends and family via telephone and video calling. Visits to the service were supported in line with government guidance. A mobile café visited the service once a week, enabling people to meet for coffee outdoors.

The service was clean. Whilst the housekeeper was employed to work on weekdays only, care staff working at the weekend had cleaning schedules to follow, which included cleaning of frequently touched points such as light switches or door handles.

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 (15 May 2021) and there were breaches of regulation.

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

At this inspection we found improvements had been made in Safe and the provider was no longer in breach of regulation 12.

Why we inspected

We received concerns about the cleaning at the service. We undertook this targeted inspection to look at these concerns and to review 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 warning notice detailed our concerns about infection prevention and control measures at the service.

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 COVID-19 and other infection outbreaks effectively.

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.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Belton House Retirement Home on our website at www.cqc.org.uk.

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

Belton House Retirement Home

Detailed findings

Background to this inspection

The inspection

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

We checked whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The warning notice detailed our concerns about infection prevention and control measures at the service and required the service to be compliant with the regulation by 21 May 2021.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Belton House Retirement 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 a manager registered with the Care Quality Commission. This registered manager was no longer employed to manage the service. However, they had not cancelled their registration with CQC. This meant both they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. A new manager had been employed and had applied to become registered with the Care Quality Commission.

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 feedback from the local authority. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We reviewed a range of records relating to infection prevention and control. We spoke with the manager, a housekeeper and maintenance staff. We observed whether staff were following best practice guidance in relation to the use of Personal Protective Equipment (PPE).

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 look at the infection prevention and control measures the provider had in place and staffing pressures. We also checked whether the provider had met the requirements of the warning notice we previously served in relation to infection prevention and control.

Enough timely action had been taken and the provider was no longer in breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in this key question.

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

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

How well are people protected by the prevention and control of infection?

- 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.
- We were somewhat assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

- We were assured that the provider was preventing visitors from catching and spreading infections. The service was observed to be clean.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.