

Clarkson House Residential Care Home Ltd

The Vicarage Residential Care Home

Inspection report

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18 January 2021
20 January 2021

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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

The Vicarage Residential Care Home is a residential care home providing accommodation and personal care for people aged 65 and over. The service can support up to 30 people. At the time of the inspection there were 21 people living at the home.

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

National guidance was followed on the use of personal protective equipment (PPE) and regular Covid-19 testing was taking place. There were supplies of PPE readily available to staff. Staff were aware of what PPE they should wear and had received appropriate training in infection prevention and control, hand washing and use of PPE.

The environment was very well lit, clean and clutter free. Clear and detailed cleaning processes and procedures were in place.

There was a national lockdown at the time of our inspection and visiting was restricted. The provider had installed an external visitor pod, accessible without visitors having to enter the home. The provider was in the process of improving access to the pod by installing a level access ramp.

The provider was aware of national guidance on the safe admission of residents to care homes. Records showed the most recent new admission into the home had been admitted according to the guidance.

We were assured that this service met good infection prevention and control guidelines.

Risks to people, including falls, were well managed. Care plans and risk assessments gave clear guidance to staff on what needed to happen to keep people safe. People had access to appropriate health care professionals. Care records included detailed records of care and support provided.

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 requires improvement (published October 2019). We undertook a targeted inspection in July 2020 (published August 2020). We did not change the rating as we only looked at the part of the key question we had specific concerns about.

Why we inspected

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.

We undertook this targeted inspection to check on specific concerns we had about infection prevention and control (IPC), risk management, care provided and record keeping.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Vicarage Residential Care Home 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?

Further information is in the detailed findings below.

Inspected but not rated

The Vicarage Residential 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 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

This was a targeted inspection looking at specific concerns we had about infection prevention and control (IPC), risk management, care provided and record keeping.

As part of this inspection we also looked at the infection control and prevention measures in place using our IPC thematic inspection methodology. 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 undertaken by one inspector.

Service and service type

The Vicarage Residential 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 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

The inspection took place on the 18 January 2021 with an unannounced site visit, we continued on 20

January with follow up telephone calls to staff.

What we did before the 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 reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and asked Healthwatch Tameside for their views on the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with the registered manager and four members of staff. We also observed the support people received and how staff interacted with people who used the service.

We reviewed a range of records relating to IPC, the concerns raised and the management of the service. These included risk assessments and care records, records of accidents, incidents, and health care support and auditing and monitoring.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at records relating to infection prevention control, monitoring, auditing and quality assurance.

Is the service safe?

Our findings

At the last inspection this key question was rated as good. 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.

This was a targeted inspection looking at specific concerns we had about infection prevention and control (IPC), risk management, falls management, records of observations and care provided, accidents and incidents and accessing and recording appropriate health support. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risks to individuals and staff were identified and well managed. Risk assessments gave guidance to staff on what needed to happen to keep people safe, whilst respecting peoples' choices. Care records included records of care and support provided. The provider had arranged training for staff to improve daily record keeping.
- Improvements had been made to the systems and processes for post falls and illness management and observations. A detailed protocol guiding staff, including steps to take, had been introduced. This included guidance to staff on ensuring appropriate medical support, what observations are expected, when they should happen and how to document them appropriately.
- Staff recorded routine and post incident checks, such as two hourly routine well-being checks. These checks required staff to indicate where the person was, what they were doing and any intervention undertaken by staff.
- Staff we spoke with during the inspection were able to detail all aspects of the new system and what observations they were expected to complete if someone was ill, or if they were undertaking routine well-being checks. Staff said, "We make sure they [people who used the service] are ok. We record all the checks in their files" and, "If someone has a fall, we do the falls analysis, record everything and talk about it at handover."

Preventing and controlling infection

- 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.

Learning lessons when things go wrong

- Records were kept of accidents and incidents that occurred to people who used the service and to staff. This included records of contact with health care services and any action that had been taken.
- Managers monitored accidents and incidents and identified any lessons that could be learned to prevent future occurrences. These included reviews of action taken following accidents and incidents. These were overseen by the provider to ensure any actions were completed.