

Premiere Health Limited

Cann House Care Home

Inspection report

Cann House
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Devon
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11 July 2020

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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

Cann House Care Home is a residential care home providing personal and nursing care. The service is registered to support a maximum of 62 people. There were 47 people living at the service at the time of the inspection.

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

We found the registered manager had responded to concerns raised in relation to staff not wearing surgical masks as part of personal protective equipment and as required under Government (COVID-19) guidance. At the time of the inspection we found all staff were wearing appropriate surgical face masks as required. However, people were not fully protected from the risks of infection because staff were not consistently following government guidance in relation to personal protective equipment (PPE) or the homes policies in relation to infection control practices.

Following the inspection, the management team and staff received advice, guidance and training from the local authority and specialist Infection control team.

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

Rating at the last inspection:

The last rating for this service was Good. (Published 16 August 2018)

Why we inspected:

The inspection was prompted in part due to concerns received about how staff were carrying out infection control procedures. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on a Warning Notice or other specific concerns. They do not look at an entire key question, only 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 undertook this targeted inspection to check on a specific concern we had about infection control.

We have found evidence that the provider needs to make improvements. Please see the Safe section of this report.

We have been told by the provider that action has been taken to mitigate omissions found. The registered manager sent through information that had been taken following the site visit. This included seeking

support from other agencies in relation to Infection Control practices.

Enforcement:

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the service and to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified breaches in relation to safe care and treatment.

You can see what action we have asked the provider to take at the end of this full report.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

Follow up:

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will return 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 as 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.

Inspected but not rated

Cann House Care Home

Detailed findings

Background to this inspection

This Inspection

This was a targeted inspection to check whether the provider had met the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a specific concern we had about infection control practices.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Cann 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.

The inspection was unannounced.

What we did before the inspection.

We reviewed the information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We had not requested the provider send us a 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.

During the inspection.

We spoke with thirteen members of the staff team. This included, nurses, care staff, kitchen staff, and cleaners. One of the nurses was overseeing the care team and was in charge of the service on the day we visited. We also spoke with four members of the management team, who joined the inspection once they

had been notified of our visit. This included, the registered provider, registered manager, and clinical leads. We observed the staff team in communal areas as they provided support to people and went about their designated tasks within the home.

After the inspection visit.

We continued to seek clarification from the provider to validate evidence found. We asked the provider to send us information about training they had undertaken in relation to infection control and we reviewed this information. We spoke with Plymouth City Council who commission services from the provider and who also have responsibility in relation to the quality of the service provided.

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 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.

The purpose of this inspection was to check a specific concern we had about infection control practices. Concerns had been raised by the local authority and health care professionals who had visited the service that staff had not been wearing the correct personal protective equipment (PPE) when supporting people. The concern was in reference to the wearing of face masks. We will assess all of the key question at the next inspection of the service.

We found evidence that staff were not following good infection control procedures. We have shared this with the manager of the home and the local authority, and action has been taken. This has included; support and guidance from the local authority quality team and additional training for the management and all staff in infection control practices.

Preventing and controlling infection

- ☐ We found all staff were wearing face masks. Other PPE such as gloves and aprons were available around the home but were not being used consistently by all the staff team. This equipment was not in all cases being used in line with current Government guidance in response to the COVID-19 pandemic.
- ☐ For example, we observed a nurse carrying out a task where they should have been wearing apron and gloves when supporting someone with their medicines, but this PPE was not worn during the task.
- ☐ We observed a person being transferred by staff from their wheelchair to a chair, and these staff were not wearing gloves and aprons as they should.
- ☐ Staff did not in all cases change PPE between tasks and as they supported different people in the service. One staff member was observed wearing a mask, gloves and an apron to prepare and hand out morning drinks to four people in the communal lounge. However, they did not change their gloves and apron when they went on to hand out drinks to people in their bedrooms.
- ☐ Hand gel was available around the home. We observed some staff did not use this or always wash their hands between tasks.
- ☐ We asked the management team what their expectations were in relation to the wearing of PPE when staff administer medicines. The information the management team gave us was not consistent with some of the practices we observed.
- ☐ The management team were aware that additional guidance and measures were required where additional risks to people had been identified. Staff were not always following this guidance. This included not following the guidance in relation to clinical waste.
- ☐ Prior to the inspection the registered manager had told the Care Quality Commission that all staff had undertaken training in PPE and infection control practices. However, our observations showed that the learning from this training was not reflected in practice. The registered manager had not identified these shortfalls in staff practices.

- ☐ We saw that information was posted on the main front door to advise people of the current visiting policy in relation to COVID-19. Hand sanitizer and PPE including aprons and gloves was available for professionals who may be required to visit the home.

This was a breach of Regulation 12: (1)(2) Safe Care and Treatment

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment
Treatment of disease, disorder or injury	People were not fully protected from the risks of infection because staff were not consistently following government guidance in relation to personal protective equipment (PPE) or the homes policies in relation to infection control practices.

The enforcement action we took:

We issued a Warning Notice