

Salisbury Christian Care Homes (Inwood House) Limited

Inwood House

Inspection report

10 Bellamy Lane
Salisbury
Wiltshire
SP1 2SP

Tel: 01722331980

Date of inspection visit:
13 January 2021

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15 February 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

Inwood House is a care home providing accommodation and personal care for up to 20 older people. 16 people were living in the home at the time of the inspection. Some people using the service were living with dementia.

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

People received support to take their medicines safely. Improvements had been made to medicines management systems since the last inspection. The provider had ensured medicines were stored safely and staff kept accurate records of the support they provided to people. There was clear information for staff about the support people needed to take their medicines.

The home was clean, and the provider had taken additional infection prevention and control measures as a result of the COVID-19 pandemic. Staff had completed additional training to ensure they understood how to implement these measures.

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 15 November 2019).

Why we inspected

We undertook this targeted inspection to check infection prevention and control due to a number of COVID-19 cases in the home. An overall rating for the service has not been given following this targeted inspection.

CQC have introduced targeted inspections 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 found the provider had taken action to manage the risk of harm to people. Please see the safe section of this full report.

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.

Details are in our safe findings below.

Inspected but not rated

Inwood House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about infection prevention and control.

Inspection team

The inspection was completed by one inspector. We were joined on the inspection by a Specialist Health Protection Nurse from the public health team at Wiltshire Council.

Service and service type

Inwood 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 did not have a manager registered with the Care Quality Commission as they had recently left their post. A registered manager 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

We gave the service 24 hours' notice of the inspection. This was because we needed to be sure that arrangements were in place to maintain infection control procedures during the inspection.

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 took this into account when we inspected the service and made the judgements in this report.

Before the inspection we reviewed the information we held about the service and the service provider. We looked at the notifications we had received for this service. Notifications are information about important events the service is required to send us by law. We used all of this information to plan our inspection.

During the inspection

We looked at all communal areas of the home and some bedrooms to assess how the infection control procedures were being put into practice. We reviewed medicine storage and medicine administration records. We looked at records relating to managing risks, and the action taken to keep people safe.

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 infection prevention and control due to a number of COVID-19 cases. We also followed up a requirement regarding medicines management made at the last inspection. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

At the last inspection the provider had failed to ensure medicines were managed 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.

- Medicines were securely stored, and people were supported to take the medicines they had been prescribed.
- Medicines administration records had been fully completed. These gave details of the medicines people had been supported to take.
- Where people were prescribed 'as required' medicines, there were clear protocols in place. These stated the circumstances in which the person should be supported to take the medicine.
- Staff had received training in safe administration of medicines. Their practice had been assessed to ensure they were following the correct procedures.

Preventing and controlling infection

- The service had introduced measures to prevent visitors from catching and spreading infections. Visitors were screened for symptoms of COVID-19 and were provided with personal protective equipment (PPE).
- Staff had received training on infection prevention and control measures and how to use PPE safely.
- Additional cleaning measures had been introduced in the home. All areas of the home were clean, and records demonstrated the additional cleaning had been completed.
- The provider had updated their infection prevention and control policy to reflect the COVID-19 pandemic and additional measures that had been introduced.
- The provider had worked with the public health team during the outbreak. The provider had responded to guidance about ensuring all staff isolated when necessary.
- COVID-19 testing was being carried out for people using the service and staff in line with the latest guidance.