

Aps Care Ltd

Florence House

Inspection report

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Tel: 01493332079

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29 January 2021

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17 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Florence House is a residential care home providing personal and nursing care to 27 people living with mental health care and support needs. At the time of the inspection, there were 17 people living at the service and six in hospital. The home was in lockdown at the time of the inspection visit, due to an outbreak of COVID-19.

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

People told us they felt safe and well supported by care staff. People confirmed they received their medicines on time, and enjoyed the meals available, including healthier options to aid weight management. People gave examples of the activities they were completing in the service during lockdown. People told us and demonstrated the safety measures in place to ensure they had access to personal protective equipment (PPE), as well as staff. Where people smoked, support measures were in place to enable this to continue safely while adhering to government guidelines on self-isolation.

Where people were in hospital, staff maintained regular contact with the ward to ensure people didn't feel lonely or forgotten about. Staff spoke very compassionately about their caring role, and were clear the support provided while people were unwell or in hospital was an important part their overall care package.

Staff demonstrated understanding and commitment to following infection, prevention and control best practice guidelines. We observed staff to be regularly cleaning surfaces and areas touched by people, such as rails and door handles. The service was visibly clean throughout, and staff told us they had access to sufficient levels of PPE. Staff worked closely with people to keep them well informed about the arrangements in place during the service outbreak, and this helped people to understand why changes had been made to the care environment and ways of working.

Rating at last inspection

The service was rated good at the last inspection, completed 11 April 2019, published 01 May 2019.

Why we inspected

We undertook this as a targeted inspection to follow up on specific concerns which we had received about 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 coronavirus and other infection outbreaks effectively.

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?

Inspected not rated

At our last inspection we rated this key question 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

Florence House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had identified about the service.

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.

Service and service type

Florence 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.

During the inspection

We spoke with registered manager, team leader, administrator and regional manager. We spoke with three

people living at the service, and observed care and support provided in communal areas. We looked at three people's care and support records including two people's medicine records. We looked at records relating to the management of the service, policies, training and systems for monitoring quality.

After the inspection

The service sent us additional policies and documents for review to minimise the amount of time spent on site.

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

Assessing risk, safety monitoring and management

- People told us they felt safe and well cared for living at the service. From speaking with staff and observing their interactions with people, the staff demonstrated an in-depth knowledge and understanding of people's individual needs, risks and preferences.
- People had individualised risk assessments and care plans in place, including in relation to the management of COVID-19. Where people's health or support needs changed, or following incidents, we could see these records were reviewed and updated.
- Where incidents and accidents occurred, from reviewing a sample of records, these were documented thoroughly, with oversight and analysis completed by the registered manager. Where themes or trends in incidents and accidents were identified, we could see further action being taken to mitigate the risk of reoccurrence.
- Safety audits and checks of the care environment, and amenities were in place. However, we did identify some large items of furniture were not always fixed securely. We received assurances from the registered manager that action would be taken immediately to address this risk.

Staffing and recruitment

- Procedures were in place to ensure checks were completed of any newly appointed staff to ensure they were suitable to work with people in a care setting. New and existing staff had access to role specific training and course updates.
- Staff received an induction, with the opportunity to work alongside more experienced staff and to ensure they were familiar with people's needs before working alone.
- Due to a number of staff being affected by COVID-19, the service had needed to use some agency staff. However, they also made the decision to use some staff from one of the provider's other locations, to ensure they had staff on shift familiar with the provider's policies and procedures.
- Measures were in place to ensure a staff member trained in giving people their medicines was on each shift to prevent the risk of people being given medicine by staff unfamiliar with their needs.

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.

We have also signposted the provider to resources to develop their approach.

- Feedback was provided in relation to ensuring staff clothing and accessories enabled them to be bare below elbow when completing care tasks, to aid hand hygiene and in line with recognised best practice.