

# Dr Ajit Kumar Verma and Mrs Gayatri Verma St Davids Residential Care Home

## Inspection report

36-38 Nelson Road South  
Great Yarmouth  
Norfolk  
NR30 3JA

Tel: 01493842088

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>
Is the service well-led?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### About the service

St Davids Residential Care Home is a care home providing personal and support to 15 people aged 65 and over at the time of the inspection. The service can support up to 18 people. The home is an adapted period building in a seaside resort.

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

Improvements had been made, since the last inspection, to the overall condition and safety of the care environment. People were being protected from the risk of scalds, and adaptations had been made to radiators. People were being protected from the risk of falling from height, as changes had been made to window restrictors and the gates on the landings leading to flights of stairs. There was an ongoing refurbishment plan in place, and people had contributed to the decorations, for example through crafts and having photographs on the walls of events such as people's birthdays.

People we spoke with felt comfortable speaking openly in front of staff to give us feedback about the standards of care provided. One person gave high praise regarding the food and levels of care provided by staff. We observed people to be actively interacting with staff, including the registered provider, who people felt able to approach and discuss any concerns with.

Staff told us about the systems and processes implemented to maintain people's safety during a recent COVID-19 outbreak at the service, and acknowledged that whilst this had been an emotionally challenging time to work, they had worked well as a staff team to keep people safe and prevent social isolation and loneliness.

The interim manager and registered provider had implemented additional governance checks and processes since the last inspection, to try to ensure that shortfalls in care provision were being identified and addressed in a timely way; some systems were still being embedded into practice at the time of the inspection visit.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

**Rating at last inspection (and update)** The last rating for this service was Requires Improvement (published 11 June 2021). A warning notice was served on 14 May 2021 in relation to the breach of regulation 17 (good governance), with timescales for the provider to be compliant by the 01 September 2021. At this inspection enough improvement had been made and the provider was no longer in breach of regulation 17 and had met the requirements of the warning notice.

### Why we inspected

This inspection was carried out to follow up on action we told the provider to take at the last inspection.

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

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 COVID-19 and other infection outbreaks effectively.

#### Follow up

We will continue to monitor the service. We will 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.

**Inspected but not rated**

### **Is the service well-led?**

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**

# St Davids Residential Care Home

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

Consisted of one CQC inspector.

#### Service and service type

St Davids 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; however they had been absent from the service since May 2021. The service had appointed an interim manager, who was not registered with the commission at the time of the inspection. This means that in the absence of the registered manager, the provider is legally responsible for how the service is run and for the quality and safety of the care provided. We liaised with the registered provider and interim manager during this inspection.

#### Notice of inspection

This inspection was unannounced.

## 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. We reviewed information we held on our system about this service, and sourced feedback from the local authority.

## During the inspection

We spoke with the provider and interim manager and two senior members of care staff. We observed the provision of care and support in communal areas and spoke with two people living at the service. We reviewed a range of records. This included two people's care records and information relating the governance and oversight of the service. Formal feedback was given to the provider at the end of the site visit.

## After the inspection

We liaised with the provider to source additional information and clarification around points identified during the inspection visit.

# 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 if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- We were not assured that the provider was admitting people safely to the service. Government guidelines were not being followed in relation to enhanced testing regimes to protect new and existing people living at the service from spending time together.
- We were not assured that the provider's infection prevention and control policy was up to date. The information contained within the policies and procedures was out of date and had not been reviewed in line with changes in COVID-19 guidance, or as an outcome of a recent outbreak at the service.
- We were somewhat assured the provider was facilitating visits for people living in the home in accordance with the current guidance. The inspector's vaccine status was not checked on arrival to the service or when this was double checked with the manager during the morning of the inspection, however the service did have records to show checks had been made in relation to external contractors. Improvements to the systems in place were needed.
- 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 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 have also signposted the provider to resources to develop their approach.

- We sent the provider links to relevant government guidance and information following the site visit.

# Is the service well-led?

## Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

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 have specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The governance systems the provider had in place to assess, monitor and improve the quality and safety of the service had improved since the last inspection, but aspects were still being embedded into practice.
- Updates needed to be made to the service's policies and procedures, particularly in relation to infection, prevention and control and COVID-19, to ensure that staff were following current government guidelines. Changes also needed to be made to the fire risk assessment to reflect the changes made to accessing the stairs.
- Monthly monitoring audits were in place, and water temperatures were recorded as within safe ranges, to prevent the risk of harm to people.
- Safety checks on people's rooms and communal areas of the service were completed monthly and were identifying issues that needed to be addressed. Changes had been made for example regarding the installation of window restrictors and adaptations to the radiator covers and gates on the landings leading to flights of stairs, to improve safety.
- Changes had been made to the governance documents in use, to ensure the ongoing monitoring of the condition of the care environment, and timely maintenance action was being taken where risks or concerns were identified.
- The registered manager had been absent from the service since May 2021, but the registered provider confirmed that they visited the service regularly each week to ensure standards were being maintained.
- Lessons had been learnt from the last inspection, there continued to be some shortfalls within the service provided, but the interim manager and registered provider were keen to address these and responsive to feedback given as part of the inspection process.