

Healthcare Homes Group Limited

Olive House

Inspection report

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16 February 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

Olive House is a residential care home providing personal care to 32 people aged 65 and over at the time of the inspection. Some people living in the home were living with dementia. The service can support up to 45 people. Olive House is a purpose-built single storey care home, all bedrooms had en-suite bathrooms. There was one main dining room and several lounge areas.

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

Staff, including the registered manager, had not adhered to restrictions on social gatherings. This had placed people at greater risk of COVID-19. Some environmental risks were identified during the inspection. The provider took immediate action to address these at the time. We provided some advice and guidance on other infection control processes which related to audits and cleaning records.

People were supported by enough staff. Systems were in place to ensure staffing levels met people's needs. Risks to people relating to food, fluid, and pressure care were assessed and responded to.

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 19 November 2019). The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

The inspection was prompted in part due to concerns received about pressure care, hydration, staffing levels and infection control. A decision was made for us to inspect and examine those risks.

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 have found evidence that the provider needs to make improvements. Please see the safe sections of this report.

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

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Olive House on our website at www.cqc.org.uk.

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 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 infection control at this inspection.

Please see the action we have told the provider to take at the end of this 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.

Inspected but not rated

Olive House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection on specific concerns we had about management of risks, staffing levels, and infection control.

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

The inspection was carried out by two inspectors and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Olive 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. We sought feedback from the local authority. 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 used all of this information to plan our inspection.

During the inspection

We visited Olive House on the 16 February 2021. During our visit we looked at two people's care records, this included care plans, risk assessments, and medicine administration records. We reviewed records relating to the safety of the premises and incidents that had occurred. We also looked at records relating to the management and oversight of risks to people's health and well-being. We reviewed cleaning schedules and carried out observations of the environment and support provided to people.

During our visit the Expert by Experience spoke via the telephone to six people living at the service. We spoke briefly to clarify findings with the registered manager and staff.

Following our inspection visit we spoke with five relatives and eight staff via the telephone. This included, five care assistants, two domestic staff, and one senior care assistant. We also spoke with the registered manager. We reviewed further documents relating to infection control and the premises. We continued to seek clarification from the registered manager to validate evidence found.

After the inspection

We provided feedback from our findings to the registered manager, the operations manager, and regional director via an online meeting on the 24 February 2021.

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.

Preventing and controlling infection

- Prior to our inspection and during tier 2 COVID-19 restrictions, the registered manager had organised a social event for staff at the service. Multiple staff had attended whilst not at work in the service. No risk assessment had been carried out in relation to this. This action had increased the risk of COVID-19 being spread.

This placed people at risk of harm. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- The registered manager told us they had arranged the event to reward staff and promote their wellbeing. They said that whilst their actions had been well intentioned, they recognised this had been a mistake. The registered manager confirmed no further social events would take place whilst COVID-19 restrictions on social gathering were in force.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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 have also signposted the provider to resources to develop their approach.

Assessing risk, safety monitoring and management

- We identified some environmental risks during our inspection. The laundry room door was unsecured. This meant people living in the service, some of whom were living with dementia, could access an area which had chemicals and very hot water. We also found disinfectant wipes, alcohol gel and a bottle of cleaning fluid unsecured around the service.
- We raised these concerns with the registered manager and regional director who took immediate action to address these. The hazardous items were removed, and a lock placed on the door on the same day.
- Risks relating to nutrition, fluids, and pressure areas were identified and responded to. The provider had reviewed previous concerns raised with them in these areas. They had reviewed their systems, made changes, and increased support to staff in understanding these issues. Staff we spoke with were knowledgeable in identifying and managing these risks.

Staffing and recruitment

- There were enough staff to meet people's needs. People and staff, we spoke with confirmed this.
- Systems were in place to help the provider assess the amount of staff needed. The registered manager carried out regular call bell audits to help them identify any patterns or issues with staffing levels and deployment.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment How the regulation was not being met: Actions had been taken which increased the risk of infection spreading. Regulation 12 (1)(2)(h)