

Mr Waqar Hussain

Lumb Valley Care Home

Inspection report

Burnley Road East
Lumb
Rossendale
Lancashire
BB4 9PQ

Tel: 01706225027

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27 January 2021

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10 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

Lumb Valley Care Home is a residential care home providing personal care to 21 people at the time of the inspection. The service can support up to 22 people. The home is located in the area of Lumb in Rossendale.

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

The registered manager had implemented infection prevention and control procedures which were understood and followed by the staff. All staff had completed training on the use of personal protective equipment (PPE) and participated in the weekly testing programme. We observed all staff were wearing appropriate PPE. Not all bedroom ensembles were equipped with soap, paper hand towels and a pedal bin. The provider ordered these items during the inspection.

There were sufficient numbers of staff deployed to meet people's needs and ensure their safety. Appropriate recruitment procedures ensured prospective staff were suitable to work in the home.

Risk assessments were carried out to enable people to retain their independence and receive care with minimum risk to themselves or others. There had been significant improvements to the premises since the last inspection. The provider was in the process of addressing some ongoing issues with the heating system on the ground floor. A plumber attended the home during our visit to check the boiler and the radiators. There were established arrangements for the ongoing maintenance of the home. Apart from the electrical safety certificate, all other safety certificates were up to date. The provider agreed to confirm when the electrical safety check had been completed.

The registered manager understood how to safeguard people from abuse and report any concerns. During our visit, the home was calm, and staff were well organised. We observed staff responded promptly to people's needs.

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 good (published 4 July 2018).

Why we inspected

We undertook this targeted inspection to check whether the provider had met the requirements of the Health and Social Care Act 2008 (Regulated Activities). The overall rating for the service has not changed following this targeted inspection and remains good.

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 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?

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 part of this key question.

Inspected but not rated

Lumb Valley Care Home

Detailed findings

Background to this inspection

We carried out this targeted inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

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 one inspector.

Service and service type

Lumb Valley 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. 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 announced. We gave 24 hours' notice of the inspection due to restrictions in place during the COVID pandemic.

What we did before the inspection

We looked at the information we held about the service. This information included statutory notifications the provider had sent to CQC. A notification is information about important events which the service is required to send us by law.

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 contacted local authority commissioners and asked them for their views about the service. This information helps support our inspections. We used all this information to plan our inspection.

During the inspection

We spoke with one person living in the home, the registered manager and provider. We carried out a tour of the premises with the registered manager and reviewed a range of records. This included two people's care plans and associated records. We looked at one staff file to check the recruitment process and also reviewed a variety of records relating to the management of the service.

After the inspection

The registered manager sent us further details about the infection prevention and control arrangements in the home.

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.

Preventing and controlling infection

- We were assured the provider was preventing any visitors from catching and spreading infections. The registered manager ensured staff were using PPE effectively and safely and the service was meeting shielding and social distancing rules. All staff were observed to be wearing appropriate PPE during our visit.
- Staff were provided with infection control training on induction and through mandatory training programmes. They had also completed specialist training in relation to donning and doffing PPE.
- The layout of the service and the communal areas were suitable to support social distancing. The premises looked clean and there was adequate ventilation. The registered manager had implemented enhanced cleaning schedules and regularly checked the level of cleanliness in the home.
- We noted not all bedroom ensembles had a soap dispenser, pedal bin and ready access to paper towels. The provider immediately ordered these items during the inspection.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The registered manager and staff assessed and managed risks to people's health, safety and wellbeing. People's care records included guidance for staff about how to provide their care in a safe and consistent way. Risk assessments had also been carried out to assess specific individual risks, including the management of behaviour.
- The registered manager had reviewed the environmental risk assessments to ensure the safety of people's living space. The provider had arrangements to carry out maintenance and safety checks on the installations and equipment. Apart from the electrical safety certificate all other safety certificates were complete and up to date. The provider contacted an electrician during the visit and agreed to send us confirmation when the safety checks had been carried out.
- Since the last inspection, significant improvements had been made to the premises, both internally and externally. This included new floor coverings throughout the home and ongoing work to replace the external rendering. However, we noted the ground floor of the home had a lower ambient temperature than the first floor. A plumber attended the home during our visit to check the boiler and the radiators.
- The registered manager carried out a detailed monthly analysis of accidents and incidents to identify any patterns or trends. She discussed any lessons learned with the staff during handover and staff meetings.

Staffing and recruitment

- The registered manager had established systems to monitor the number of staff deployed in the home. We observed there were enough staff on duty during the inspection.
- The registered manager had implemented a recruitment and selection system to protect people from the employment of unsuitable staff. We looked at one staff file and found appropriate checks were carried out

prior to employment.

Systems and processes to safeguard people from the risk of abuse

- The provider and registered manager ensured people were protected from the risk of abuse. The registered manager was aware of the reporting procedures in the event of an alert and staff had access to appropriate policies and procedures and training.
- The home was comfortable and peaceful, and staff were observed to be attentive to people's needs. We spoke with one person, who told us they were happy living in the home.