

N. Notaro Homes Limited

Casa di Lusso

Inspection report

Bower Lane
Bridgwater
Somerset
TA6 4GU

Tel: 01278557100

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25 June 2020

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23 July 2020

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

Casa di Lusso is a purpose built 90 bedded care home specialising in the care of people living with a dementia. At the time of the inspection there were 65 people living at the home. The home is split into eight units all with Italian names, Colosseum, Tuscany, Positano, Pantheon, Pisa, Trevi, Vesuvius and Pompeii. At the time of the inspection 81 people were living at the home.

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

There were measures in place to minimise risks to people involving the risks relating to falling from height. Staff were aware of and following the control measures in place. Additional checks had been implemented to ensure known risks were mitigated. Staff confirmed there had been learning following an incident.

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 January 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the risks relating to falling from height. 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 a Warning Notice or other 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.

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?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Casa di Lusso

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. This was a targeted inspection to check a specific concern we had about the risks relating to falling from height.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Casa Di Lusso 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.

Notice of inspection

We gave a short period notice of the inspection to ensure we could manage the risks related to Covid 19.

What we did before the inspection

We reviewed other information that we held about the service such as notifications. These are events that happen in the service that the provider is legally required to tell us about.

During the inspection

We completed observations of the home's balconies. We spoke with six members of staff, the registered manager and the operations manager. We reviewed 12 people's care plans and risks assessments relating to the risk of falling from height. We reviewed the providers risk assessments.

After the inspection

We requested additional information sent by the registered manager relating to the action they took following an incident.

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 a specific concern we had about the risk of people falling from height. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risks relating to people accessing the balconies had been assessed and mitigated. Risk assessments were in place and staff were aware of the control measures in place.
- Communal balconies had signs to state that the doors should be locked at all times and people should not access the area without there being a member of staff present.
- We spoke with staff about a recent incident on one of the balconies. They told us that learning from the incident had been undertaken through meetings, supervisions and briefings. Staff were able to explain the procedures that should be followed to keep people safe.
- Staff told us that they had completed health and safety training, and that as a team they worked together to ensure risk management guidance was followed. A member of the management team we spoke with explained how spot checks were completed to monitor compliance.
- A member of the maintenance team explained how further checks had been completed to ensure balcony access doors were fully secured when closed, and they showed us where remedial action had been taken.
- The registered manager confirmed regular spot checks were carried out on the balconies.