

# Clarkson House Residential Care Home Ltd The Vicarage Residential Care Home

## Inspection report

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29 July 2020

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## Ratings

Overall rating for this service

Requires Improvement 

Is the service safe?

Good 

# Summary of findings

## Overall summary

### About the service

The Vicarage Residential Care Home is a residential care home providing accommodation and personal care for people aged 65 and over. The service can support up to 30 people, at the time of the inspection there were 21 people living at the home.

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

Within the context of areas reviewed as part of this targeted inspection, people were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported best practice.

Risks to people who used the service and staff relating to infection prevention and control, and specifically Covid 19, had been assessed and appropriate action taken. The provider was promoting good infection control and hygiene practices. Staff had received additional training, including handwashing and use of personal protective equipment (PPE). Systems in place ensured equipment and premises were checked and maintained as required.

Staff received the training and support they needed to carry out their roles effectively and safely. Records gave staff clear direction on how to support people with their mobility. Staff had been trained in moving and handling. Required equipment was available and checked regularly.

Staff were aware of their responsibilities to protect people from abuse. Systems were in place to ensure safeguarding concerns were reported and dealt with appropriately. Staff told us they could raise concerns with the registered manager. Where required the provider had notified the local authority and CQC of any incidents.

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

The last rating for this service was requires improvement (published 25 October 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

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 undertook this targeted inspection to check on specific concerns we received about infection control, staff training and supervision, manual handling, building maintenance and the management and reporting of safeguarding's. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Vicarage Residential Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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 the parts of this key question we had specific concerns about.

**Good** ●

# The Vicarage Residential Care Home

## **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. This was a targeted inspection to check on specific concerns about infection control, staff training and supervision, manual handling, building maintenance and management and reporting of safeguarding's.

#### Inspection team

The inspection was undertaken by two inspectors who visited the service and another inspector who made supplementary telephone calls. We spoke by telephone with staff and relatives of people living at The Vicarage Residential Care Home.

#### Service and service type

The Vicarage 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 who was registered with the Care Quality Commission. They were also the provider. This means that they are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

We gave a short period of notice of the inspection so that we could have some preliminary discussion around the use of Personal Protective Equipment (PPE) on inspection. The inspection took place on 28 July 2020 with a site visit and telephone calls to staff, we continued on 29 July 2020 with follow up telephone calls to staff and relatives.

### 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 reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and asked Healthwatch Tameside for their views on the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

### During the inspection

We spoke with five relatives of people who lived at the home about their experience of the care provided. We spoke with the provider, deputy manager and seven members of staff. We also spent time in communal areas of the home observing the support people received and how staff interacted with people who used the service.

We reviewed a range of records relating to the concerns raised and the management of the service. These included care records, records relating to staff induction, training and supervision, building maintenance, cleaning and equipment checks, accident and incidents and safeguarding logs and policies and procedures for infection control.

### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

# 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 parts of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had received about infection control, staff training and supervision, manual handling, building maintenance, management and reporting of safeguarding's. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- The provider was promoting good infection control and hygiene practices. The provider's infection prevention and control policy was up to date. Staff had completed training in infection prevention and control. They also confirmed they had received additional training in the use of PPE and hand washing. There was clear signage and hand sanitizing stations throughout the home. A staff member said, "We have our temperature tested every day on shift." Another said, "They take your temperature, the PPE is all in place, everything I need has been given to me."
- There were sufficient supplies of PPE. We observed staff were using PPE effectively and safely. Staff confirmed they knew what PPE they should wear and that they could access stocks of PPE. Staff said, "We can use as many as we need, there are no limits", "Nothing stopping me from getting more masks" and "There's no limit, as far as I know, there are some in the staff and medicines offices. Nothing stopping me from getting more masks." There were ample supplies of cleaning products and additional cleaning processes had been put in place. The home was clean and tidy.
- Relatives we spoke with confirmed whenever they had visited the home, for external 'through the window' visits during the Covid 19 pandemic, or had video calls with their family member, they had observed staff wearing correct PPE. Relatives said, "Yes, they have it on every time ", "Yes, they always [wore PPE] when we visited to drop things off or at the window." Other relatives told us, "They have done WhatsApp phone calls with me, they always have full PPE. When I have gone to the door, they always have it on, aprons, PPE, gloves."

### Assessing risk, safety monitoring and management

- Risks to people who used the service and staff relating to infection prevention and control, and specifically Covid 19, had been assessed and appropriate action taken. The provider was accessing testing for people using the service and staff. People were being encouraged to follow social distancing rules.
- There were systems in place to ensure equipment and premises were checked and maintained as required. We had received concerns about lack of hot water in some areas of the building. Regular checking of the hot water temperatures was completed by the maintenance person and also an external company. Records showed that when issues had been found, action was taken. All hot water outlets we checked were at required temperatures. Room temperatures were controlled by individual thermostats that staff could access.
- Staff were given clear direction on how to support people with their mobility. This included how many

staff and any equipment needed for moving and handling. Staff had been trained in moving and handling. Required equipment was available and checked regularly.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of harm and abuse. Systems were in place to ensure safeguarding concerns were reported and dealt with appropriately. Where required the provider had notified the local authority and CQC of any incidents. Relatives told us they felt their family member was as safe as they could be during the Covid 19 pandemic. They said, "Yes. I feel [person who used the service] is safe", "I have no concerns at all" and "They have been brilliant, I can't fault them on anything." One relative said of the registered manager, "[Registered manager] has been brilliant. He is very open, he cares."
- Staff were aware of their responsibilities to protect people from abuse. Staff were aware of whistleblowing and how to raise concerns with the registered manager and outside agencies. Staff told us they were able to raise concerns with the registered manager.
- Visiting to the home had been restricted as per guidance, due to Covid 19. A staff member said, "It's been hard during the lockdown. I feel sorry for the residents not being able to have their families visit but we've done our best." Relatives told us this had been upsetting but staff had helped them keep in contact with their family members. Some people had taken part in video calls and others had visited in the garden, seeing their family member through closed windows. Relatives told us this helped them as they could see that their relative was being looked after. They told us, "We are all very happy. They have arranged that we can talk to [person who used the service] through the window. No concerns at all. They have been brilliant with [person]", "The home is fine. I am really happy with them. They are really very good with us" and "Talking to staff, they are really lovely. [Person who used the service] seems to be settled."

Staffing and recruitment

- Staff received the training and support they needed to carry out their roles effectively and safely. Staff said, "I definitely get support, including from the manager" and "[registered manager] is very supportive. I can talk to him if I have an issue with my shifts." Another said, "We've had a lot of training for Infection control, watching different videos, how to wear the PPE, how to approach someone who may have symptoms."
- People were supported in a timely and unrushed manner. Staff responded to requests for support in a kind and caring manner. A relative said, "The staff have been really helpful, they don't sound rushed. They are informative."

Learning lessons when things go wrong

- Records were kept of accidents and incidents that occurred to people who used the service and to staff. The registered manager monitored accidents and incidents and identified any lessons that could be learned to prevent future occurrences. Following a recent incident, we saw that action had been taken to mitigate future risk.