

Seaswift House

# Seaswift House Residential Home

## Inspection report

Sea Hill  
Seaton  
Devon  
EX12 2QT

Tel: 0129724493

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18 May 2022

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## Ratings

Overall rating for this service

Requires Improvement 

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Seaswift House is a residential care home in the town of Seaton in walking distance of the town and seafront. The home is three converted town houses linked together and provides personal care for up to 15 people aged 65 and over. At the time of our inspection there were 10 people using the service.

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

People were receiving meals in line with the guidance following their assessments with the speech and language team (SALT). The cook had guidance in the kitchen identifying people's specific dietary needs and knew their likes and dislikes.

Staff were clear about who required additional support with their diet and was able to tell us the consistencies of diet and fluids they required.

We observed that the one person received the meals and fluids as specified in the guidance in the kitchen. Although they had received the same meal three times that week and said they would prefer a change. The staff member sat with the person in their room and was very patient, was chatting with the person and did not rush them.

We saw people enjoying their meal in the communal area of the home. They said they liked the food, and both cleared their plates.

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 (3 March 2022)

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 by notification of a specific incident. Following which a person using the service died. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

However, the information shared with the Care Quality Commission (CQC) about the incident indicated potential concerns about the management of the risk of choking. This inspection examined those risks. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check 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 found no evidence during this inspection that people were at risk of harm from this concern. 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 Seaswift House on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will work with the local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## 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 as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

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## **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. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check on a concern we had about a choking incident which had occurred at the home.

#### Inspection team

The inspection was carried out by one inspector

#### Service and service type

Seaswift House is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Seaswift House is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was not a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

Following the last inspection, Seaswift House was placed in a local authority whole service safeguarding process. They received support from the local authority Quality Assurance and Improvement team and a specialist nurse and occupational therapist. CQC received all of the minutes and reports from this process and attended the local authority whole service safeguarding meetings, which were also attended by the provider.

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

We used all this information to plan our inspection.

#### During the inspection

During our visit to the home we observed the lunchtime meal experience and support people received with their meals. We met four people who lived at the home and were able to express their views. We also spoke with the provider, the cook, the well-being co-ordinator, two senior carers and a care worker

We reviewed the staff rota, dietary guidance for people in the kitchen, the accident book, training records, daily handover records, allocation sheets and manager's walk around forms

We were unable to review people's care records on the provider's computerised care system as information had been deleted. The provider was working with the software provider to reinstate the information. We therefore contacted the Speech and language team (SALT) and requested people's SALT plans, so we could ensure people were receiving the correct diet.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection. The purpose of this inspection was to check a concern we had about a choking incident at the home. We will assess the whole key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People were receiving meals in line with the guidance following their assessments with the speech and language team (SALT).
- The local authority visiting healthcare professionals reports identified two people as being at risk of choking at the home. They had been assessed by the speech and language team (SALT) and placed on SALT plans. This identified the required consistencies required for meals and fluids.
- We were unable to examine risk assessments and care plans for these people associated with choking as the provider's computerised system had been deleted. The provider was working with the systems software company to reinstate the information. This meant at the time of our visit staff could not access people's care records.
- The cook had guidance in the kitchen identifying the two people's specific dietary needs. They had the 'International dysphasia diet standardised initiative (IDDSI) chart with definitions of different levels of food and fluid consistencies to refer to. The cook was able to tell us about people's specific dietary needs, likes and dislikes.
- In the kitchen there were thickening administration records for fluids for the two people. This guided staff about the amount of prescribed fluid thickener that was required for each person. Staff recorded each time they had prepared drinks at the correct consistencies.
- We observed that one person received the meal and drink as specified in the guidance in the kitchen. Although they had received the same meal three times that week and said they would prefer a change. The cook and staff were working with the second person to find a suitable meal they wanted.
- Staff were clear about who required additional support with their diet and was able to tell us the consistencies of diet and fluids they required. We observed one person on a SALT plan being supported with their diet by a staff member. They were sat with the person in their room and the staff member was very patient, was chatting with the person and did not rush them.
- The provider had requested one person was seen by their GP and be reassessed by SALT. We were told by SALT that they had requested staff complete a swallowing diary and would undertake a review. They had also offered to deliver dysphagia (is the medical term for swallowing difficulties) training to the staff at Seaswift House.
- As part of the local authority whole service safeguarding process which the home is in. The home is being monitored by the community nurse team and the specialist nurse and occupational therapist to ensure risks are managed and people are receiving safe care and treatment.