

Trafalgar Care Limited

# Trafalgar Care Home

## Inspection report

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Date of inspection visit:  
27 April 2021

Date of publication:  
20 May 2021

## Ratings

Overall rating for this service

Good ●

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Trafalgar Care Home is a residential care home. The home is registered to accommodate up to 29 older people in one adapted building. Nursing care is not provided by staff in the home. This type of care is provided by the community nursing service. At the time of this inspection there were 21 people living in the home.

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

Following the end of the Covid-19 outbreak at the service people were enjoying spending time in communal areas and the layout of the home meant there was a variety of well-ventilated spaces available to them. This helped promote social distancing.

One person told us they were very happy with their care and support, highlighting the cleanliness of the home, the standard of the food and the kindness of the staff. Another person reflected positively on risk management related to the pandemic how they were supported.

People were also enjoying visits with family and friends that had restarted in line with government guidance. People were also supported to keep in touch with loved ones via telephone, mobile phone and via the internet.

Staff had received additional training on how to keep people safe during the Covid-19 pandemic and had plentiful supplies of personal protective equipment. All staff were seen to be wearing PPE (Personal Protective Equipment) appropriately. The registered manager made assurances that the individual risks staff faced would be revisited in light of the most recent change in government guidance related to working safely in care homes.

People's care plans related to the risks they faced to maintain healthy skin and eat and drink safely had been updated and reflected their individual needs. The records staff kept about people's care were sufficient.

Cleaning records had been updated and the oversight of cleaning had been enhanced. The home was well ventilated and clean.

Recommendations made by the Clinical Commissioning Group (CCG) during their visit on 19 February 2021 had been actioned or were scheduled. This reduced the risks associated with cross infection. Staff and people were regularly tested in line with the government's current testing programme.

### Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation

to Regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. 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.

Rating at last inspection and update.

We did not rate this service at our last inspection (published 8 April 2021). There were breaches of regulation. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

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

We will 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 did not rate this key question. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had needed to follow up.

**Inspected but not rated**

# Trafalgar Care Home

## Detailed findings

### Background to this inspection

We carried out this 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.

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 Good Governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

#### Inspection team

One inspector visited Trafalgar Care Home.

#### Service and service type

Trafalgar Care Home is a 'care home.' People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The Care Quality Commission (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

The inspection site visit took place on 27 April 2021 and was announced.

#### What we did before the inspection

We reviewed information we had received from, and about, the service since our last inspection. This included feedback gathered during a meeting with the registered manager and a representative of the provider organisation about the actions they were taking following our last inspection. We used this information to plan our inspection.

During the inspection

We requested and received electronic evidence related to the concerns identified in our last inspection. During our visit to the home we observed staff PPE practice and saw the environmental changes that had been made. Most people living in the home did not use words as their main form of communication. We spoke with two people who were able to tell us about their experience of care. We also spoke with the registered manager, a representative from the provider organisation and a member of staff. We reviewed records related to the management of risk. We also reviewed training records, meeting minutes and the home development plan.

# 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 not rated. 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.

### Assessing risk, safety monitoring and management

At our last inspection the provider had failed to ensure that records related to the monitoring of risk were sufficient to support safe care. This was a breach of regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- The provider had implemented a new electronic recording system in the home and staff had received training on how to use it. This system supported staff to ensure records were complete and contemporaneous. This meant the records could be used to monitor the risks people faced. A member of staff explained they appreciated this recording system because it both saved time and enabled staff to spend longer with people and also reminded staff if they had not made a record.
- Some records that related to risk management, such as cream charts, were still being carried out on paper. There were improvements in these records. They were now completed daily and senior staff carried out checks to ensure people had been supported with their creams and that this had been recorded. This meant the records could be used to review and inform people's care.
- Care documentation about how to support people to keep their skin healthy had been personalised with input from a healthcare professional. This meant people's preferences were recorded and this reduced the risk that they would not receive safe care.
- The oversight of risk management formed part of the home's development plan and this was monitored by the registered manager and a representative from the provider organisation.
- The provider continued to hold regular meetings for the managers of their homes to share information and support each other with particular emphasis on risk management during the Covid-19 pandemic.

### Preventing and controlling infection

At our last inspection the provider had failed to ensure that risks associated with infection prevention and control were managed safely. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- We were assured that the provider was preventing visitors from catching and spreading infections.

- We were assured that the provider was meeting shielding and social distancing rules.
- 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 were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.