

Saffronland Homes 2 Limited

# Bonhomie Sarisbury Green

## Inspection report

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24 September 2020

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## 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

Bonhomie Sarisbury Green is a care home providing accommodation for up to 19 people who may be living with mental health needs. At the time of the inspection there were 14 people living at the home.

### People's experience of using this service

We found recommendations from the Food Standards Agency (FSA) had been implemented and sustained. Appropriate plans were in place to mitigate risk and regular communication with healthcare professionals was evident.

Prior to the inspection we received information concern from the general public.

### Rating at last inspection

The location has not been rated.

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns received about the service. The inspection was prompted in response to concerns received about the safe handling of food, maintenance and behaviours that others found challenging. We found no evidence during this inspection that people were at risk of harm from these concerns.

Please see the safe section of this report.

### 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 areas of the service we inspected within this domain were safe.

Details are in our safe findings below.

### **Inspected but not rated**

# Bonhomie Sarisbury Green

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concerns we had about risk management and food safety. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

One inspector carried out the inspection.

#### Service and service type

Bonhomie Sarisbury Green 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.

#### What we did before inspection

We reviewed information we had received about the service. We sought feedback from the local authority and professionals who work with the service. This information helps support our inspections. We used all of this information to plan our inspection including feedback from the general public.

#### During the inspection

We visited the kitchen area to check good food hygiene practice was being followed. We spoke with the registered manager, the nominated individual and the chef.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We requested feedback

from staff and contacted relatives to obtain their views about the service.

# Is the service safe?

## Our findings

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

The purpose of this inspection was to explore the specific concerns we had about Bonhomie Sarisbury Green. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety and management.

- On 11 August 2020 we received concerns about the standard of food safety within the kitchen area on the service. It was reported there was no hot water available for approximately six weeks, food was out of date by up to 10 days and unwrapped raw meat was being stored with cooked meat and dairy. The complainant also told us the fridge thermometer displays were not working, there was no way of sterilising equipment properly due to no hot water and only a small domestic dishwasher available. Raw eggs were being stored in bulk and in the hottest part of the kitchen. Cross contamination was evident with mould and bacteria in butter.
- On 17 August 2020 we alerted the local authority and made contact with the Food Standards Agency to share our concerns. Environmental Health visited the location on 21 August 2020. They reported to us widespread and significant failings in respect of food storage, poor infection control procedures, poor kitchen maintenance and recording concerns. The information provided to us from the complainant was accurate. Environmental Health drafted a food hygiene improvement notice in the event that the hot water was not fixed by Monday the 24 August. They informed us they wrote to the premises and head office with the findings of their inspection and included a schedule of works with compliance time limits. They advised us officers would revisit to assess compliance with any notices and the schedule of works.
- We contacted Environmental Health on 8 September to request an update. They told us they had returned to the service on 28 August 2020 and met with the registered manager, the general manager and maintenance manager to assess improvement. Environmental Health told us all necessary improvements had been made. For example, the hot water supply had been restored, the kitchen had been thoroughly cleaned, the freezers and refrigerators had been organised and separated into the storage of different foods, the temperatures of the refrigerators and freezers were being monitored and recorded daily, a detailed cleaning schedule had been implemented and the cleaning was being checked daily by the manager/supervisor and an action plan to address the structural issues has been implemented.
- When we visited the service, we found improvements made had been sustained and the provider had acted on the recommendations from the FSA. During our inspection we looked in the kitchen area and saw it was clean and tidy. Food was handled and stored safely. The agency chef on shift told us the kitchen area had significantly improved. They showed us inside the fridge and freezer where we saw food and drinks were labelled and dated. The chef said, "I have everything I need. If there is anything I have asked for, I have got it". Comments from staff included, "the boiler was fixed, the kitchen deep cleaned, the kitchen was renovated. Four updated cleaning schedules were introduced and regular checks and audits"

When asked why it had taken a referral and a visit from the agency to resolve these issues, the nominated individual explained staff sickness, staff performance and the boiler not working had led to the problem.

They said, "Audits were not being followed through, they weren't as robust as they should have been. We have asked them (FSA) to come back and reinspect, it was an embarrassment and it won't happen again". The registered manager said, "I am very confident everything is in place now. They have been back, and we have passed. We did everything they asked us to do."

- We are satisfied the provider has made sufficient improvement to ensure the risks associated with food hygiene have been appropriately assessed with actions met.

We received a number of complaints from the general public about the behaviours displayed by one person living in the service. The registered manager and the nominated individual informed us the person concerned had lived in care settings for some time and the Covid-19 pandemic and subsequent lockdown removed access to professional support networks. They have since moved to a more appropriate setting.

- Records demonstrated the registered manager had contacted the relevant healthcare agencies to request support for the person concerned. Appropriate investigations were conducted into complaints and referrals were made the local authority safeguarding team.

- Relatives were complimentary about the service. Comments included, "I am happy with the care my relative receives at Bonhomie Sarisbury Green. She is well looked after and the staff are very kind to her", "I have been able to visit subject to making advance arrangements and always wear a mask and have no contact with the other residents" and "We are very happy with everything, the staff are all very helpful and the manager is always available and willing to assist in any way."

- Care plans were detailed and contained useful guidance for staff to follow when behaviours challenged others. Care plans detailed best practice guidance and staff were appropriately trained and to support people whose behaviour became challenging. Comments from staff included, "My example is supporting resident (name). I'm always trying to stay calm and keep a positive attitude without facial expression and follow their Behaviour Support Plan. I will try to have a chat and identify triggers, use distraction topics to talk about things or different approaches. I will make sure that other staff are aware of the current stage they is presenting" and "When (person) shouts and appears agitated I am asking them what is wrong. I offer them a cup of tea. Then I will have a chat to distract them and talk about London and happy memories. Basically, I will follow the Behaviour Support Plan."