

N. Notaro Homes Limited

La Fontana

Inspection report

Fold Hill Lane
Martock
Somerset
TA12 6PQ

Tel: 01935829900

Website: www.notarohomes.co.uk

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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

La Fontana is a purpose-built care home providing personal and nursing care up to 76 older people aged 65 and over. At the time of the inspection 39 people were receiving care. One person returned to their home during the inspection. People could spend time in their bedrooms or the communal spaces available to them. There were three wings split up into two sections each.

This inspection was carried out to follow up on the infection control risks identified at the December 2020 inspection triggered by a significant COVID-19 outbreak at the home.

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

Improvements were found at this inspection and the home was no longer in breach of the regulations in relation to infection control. Since the last inspection all staff had received training and supervisions. We spoke with five members of care and support staff who all agreed that improvements had been made since the last inspection. Comments included, "There were some areas we needed to improve on - and we have improved in those areas...we are more conscious now and very careful", "practice has tighten up here, more clear guidance, what to do and when, we now have a PPE area just for PPE - it is safe", "Staff are now more aware, washing hands, sanitising, more vigilant, keeping their distance", "I have no concerns and feeling safe here at work...everybody has tried so hard"

People were smiling and engaging with staff in the communal areas of the home. The home was calm. People appeared comfortable in the presence of staff wearing personal protective equipment (PPE). Staff supported people in a kind and caring way throughout the inspection and were always wearing adequate PPE for the interactions they had.

Staff were allocated to specific units to minimise the risks of cross infection. All areas of the home had separate entrances and exits so no staff needed to walk through other units. One area of the home was set up to isolate people who were positive with COVID-19. This had a separate staff team who understood best practice to reduce the risks of infections spreading.

Staff had a clear understanding of their role to keep people safe. They had easy access to PPE such as gloves, masks, aprons and visors from stations carefully located around the home. Staff knew how to use PPE and we observed best practice being followed. Staff informed us they were comfortable to challenge each other if they observed poor use of PPE. One staff said, "There were some areas we needed to improve on, and we have improved in those areas...we are more conscious now and very careful."

The management was now ensuring current infection prevention and control guidance and best practice was followed throughout the home. Competency checks were regularly completed with staff to ensure practices continued to remain in line with training and guidance. Audits of infection control were regularly occurring at the home to identify shortfalls which were then rectified. The provider informed us that learning

from this home was rolled out to their other services.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published 28 April 2020). The ratings have not changed because the last two inspections have been targeted. This means we have not looked at enough areas to re-rate the service.

Why we inspected

We undertook this targeted inspection to check whether the urgent enforcement of adding conditions to the provider's registration on infection and prevention control had been met and driven improvements. The overall rating for the service has not changed following this targeted inspection and remains requires improvement. We will support the removal of the conditions to the provider's registration because enough improvements were found.

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 looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

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 the last inspection we rated this key question it was requires improvement. 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.

Inspected but not rated

La Fontana

Detailed findings

Background to this inspection

The 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place following up concerns we found in December 2020.

Inspection team

Two inspectors carried out this inspection.

Service and service type

La Fontana 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 unannounced.

What we did before the inspection

We reviewed information we had received about the service and from the service since the December 2020 inspection. We liaised with other health and social care agencies that had been involved with the provider since the last inspection. We used all of this information to plan our inspection.

During the inspection

We carried out observations around the home. We informally interacted with people as we walked round. We spoke with eight staff including the registered manager, the provider's Quality and Compliance Manager, nurses, care staff and auxiliary staff. We reviewed a range of records in relation to infection control on site such as cleaning records and management observations.

After the inspection

We looked at a range of records the provider sent us within the time frames requested. This included policies, training records and staff rotas.

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 comprehensive inspection we rated this key question it was rated as requires improvement. 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 improvements had been made since December 2020 around infection control systems. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

At our last inspection the provider had failed to have effective infection control systems in place to keep people safe. 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 the Regulations.

- 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.