

# Pathways Care Group Limited

# Harmony House

## Inspection report

Cuthbert Street  
Hebburn  
Tyne and Wear  
NE31 1DJ

Tel: 01914835588

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19 February 2021  
04 March 2021

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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

Harmony House is a care home that provides personal care for up to 37 people on two separate units. One unit provides support to people with mental health needs and the other unit provides support to older people who live with dementia or have a learning disability. At the time of the inspection there were 34 people living in the home.

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

People were safe living in the home. People happily interacted with staff and other people in communal areas around the home. Staff supported people's social and emotional wellbeing. People were supported to keep in touch with their family members via video or telephone calls as well as window visits.

Fire risks in the home were regularly assessed and actioned to keep people safe. People's fire safety risks were regularly assessed and Personal Emergency Evacuation Plans (PEEPs) were in place and regularly reviewed to ensure they reflected people's needs in the event of a fire.

Systems were in place to help prevent people, staff and visitors from catching or spreading infection. The environment was clean. Additional cleaning was taking place around the home, including of frequently touched surfaces. Staff had undertaken training in Infection prevention and control as well as putting on and taking off PPE. There was appropriate guidance on display around the home for staff to refer to.

There was sufficient personal protective equipment (PPE) such as masks, aprons, gloves and visors. The registered manager and deputy manager carried out weekly stock checks to ensure the home always had maximum levels of PPE.

People and staff were taking part in the COVID-19 regular testing programme.

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 good (published 5 March 2020).

### Why we inspected

We undertook this targeted inspection to check whether action had been taken following our last inspection, when we made a recommendation relating to fire safety. We also looked at infection prevention and control measures. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

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 found no evidence during this inspection that people were at risk of harm. 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 Harmony House 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 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.

Further information is in the detailed findings below.

**Inspected but not rated**

# Harmony House

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether action had been taken following our last inspection where we made a recommendation relating to fire safety.

As part of CQC's response to care homes with outbreaks of COVID-19, 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.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

Harmony House is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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. We gave the registered manager short notice of the inspection to ensure it was safe for us to visit the home.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We also contacted Healthwatch. 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.

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.

#### During the inspection

We carried out observations around the home and briefly chatted to people in communal areas. We spoke with the registered manager and deputy manager and reviewed a range of records and documentation including risk assessments, quality audits, policies and procedures.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found, this included the review of PEEPs and the fire risk assessment.

# Is the service safe?

## Our findings

SSafe – 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 requires improvement. We have not changed the rating of this key question. The purpose of this inspection was to check whether the provider had acted upon the recommendation we made during the last inspection in relation to fire safety and to look at the preparedness of the home in relation to infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

At our last inspection we recommended that the provider carried out regular reviews of personal evacuation plans, in case people's needs changed and the building needed to be evacuated in an emergency. The provider had made improvements.

- People's risks in relation to fire safety were managed. The registered manager regularly reviewed PEEPs to ensure they reflected people's needs.
- Fire risks were assessed and managed. The estates manager carried out annual fire risk assessment reviews and subsequent action was taken to mitigate risks.
- There were plans in place for some major repair work to the roof of the home. The deputy manager explained the timeline and work to be completed to improve the environment.

### Preventing and controlling infection

- 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.