

London Residential Healthcare Limited Southborough Nursing Home

Inspection report

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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

Southborough Nursing Home is a residential care home providing personal and nursing care to 30 people aged 65 and over at the time of the inspection. The service can accommodate up to 45 older people in one adapted building.

People's experience of using this service

We received information raising concerns about how the provider managed health and safety maintenance issues at the care home, and kept people living there safe.

We inspected the care home to assess the standard of care people who lived there received against the information that had been shared with us.

We were assured the service assessed, monitored and managed health and safety maintenance issues well, and followed good health and safety policies and procedures. During our inspection we found water-damaged flooring had been made safe and a time specific action plan put in place to repair the affected areas by the end of March 2021.

Furthermore, we found no issues with faulty window restrictors, damp in rooms, or the routine monitoring of fire safety equipment and the care home's environment. People were cared for and supported by staff who knew how to assess, monitor and manage risk and to keep them safe.

We were also assured the service met good infection prevention and control guidelines. We found people were protected from the risk of acquiring infections and the service was clean. Personal protective equipment was readily available to staff and all staff were following the latest guidance.

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

Rating at the last inspection

The last overall rating for this service was good (published 23 July 2018).

Why we inspected

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 COVID-19 and other infection outbreaks effectively.

We also undertook this targeted inspection to follow up on the specific concerns described above. A decision was made for us to inspect and examine those risks.

The Care Quality Commission (CQC) have introduced targeted inspections 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 from these concerns.

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 Southborough Nursing Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor the service and information we receive about them. 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 good. 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

Southborough Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had about how the provider managed health and safety matters, including fire safety, and kept people using the service safe.

As part of this inspection we also looked at the infection control and prevention measures the service had in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Southborough Nursing Home 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 CQC. 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

We gave the service one hours' notice of the inspection. This was because we needed to be sure that the provider or registered manager would be available to support the inspection.

What we did before the 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. We took this into account when we inspected the service and made the judgements in this report.

We reviewed the information we had received about the service since the last inspection. We sought feedback from professionals who work with the service including, the London Fire Brigade and the Health and Safety Executive. We used this information to help plan our inspection.

During the inspection

We spoke in-person with three people who lived at the care home about their experience of the care provided. We also spoke with eight members of staff including the services regional manager, registered manager, three care workers, an activities coordinator, a housekeeper and the maintenance person. We also observed the way staff interacted and supported people to help us understand their experience of living at the care home.

In addition, we reviewed a range of records. This included two people's care plans and various records relating to the management of the service, such as health and safety, fire, and infection prevention and control policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We requested the provider send us a fire risk assessment for the building and the London Fire Brigades most recent fire safety inspection report for the care home for us to review.

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 rated as good. This meant people were kept safe and protected from avoidable harm.

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 those specific concerns. This included information we received about damaged flooring and dampness in some parts of the building. We also wanted to follow up what action the provider had taken in response to outstanding maintenance issues identified at their last inspection in relation to faulty window restrictors and thermostatic mixer valves not controlling hot water temperatures safely. We will assess all of the key question at the next inspection of the service.

Assessing risk, safety monitoring and management

At our last inspection we found some window restrictors and thermostatic mixer valves used to safely control hot water temperatures in showers and wash hand basins were faulty.

At this inspection we found the provider had made improvements to the way they managed health and safety maintenance issues.

- We found restrictions on windows were now well-maintained. This ensured windows could not be opened unsafely wide, mitigating the risk of people falling out. We tested the maximum temperature of hot water that could be reached on a selection of showers and wash hand basins, and found them to all be within a safe range.
- We were informed about water-damaged and unstable flooring in some parts of the care home. During a tour of the building we found two areas where flooring was damaged in a first floor corridor and the kitchen. Both the affected areas were safely cordoned off with highly visible health and safety tape and a large yellow cone placed on these trip hazards to minimise the risk of people being harmed.

We discussed this outstanding maintenance issue with the managers during our inspection. They told us about an action plan they had in place for the necessary repair work to be completed by the end of March 2021. Progress made by the provider to achieve this stated aim will be closely monitored by us and assessed at the services next inspection.

- We were informed about some rooms in the care home being damp. We did not see or smell dampness in any of the bedrooms or communal spaces we viewed during our inspection. People living in the care home, managers and staff all told us they were not aware of any damp issues at the care home.
- The providers health and safety audits included a system to routinely check the building and equipment, which helped managers identify health and safety maintenance issues. For example, this included regular safety and fit for purpose testing of window restrictors, thermostatic mixer valves used to control water

temperatures, bed rails, portable electrical appliances, and fire equipment, such as extinguishers, fire resistant doors and alarms.

- The provider had obtained all the necessary building and fire certificates to ensure the work met current regulations and the building was safe to use. This included the services electrical wiring, gas installations, fire equipment and emergency lighting, mobility equipment, and the passenger lift.
- There was clear guidance for staff to follow to help them deal with emergencies. For example, we saw people had their own personal evacuation plan in place which ensured staff knew exactly how to support people in the event of a fire or other emergency. Staff demonstrated a good understanding of their fire safety roles and responsibilities and confirmed they routinely participated in fire evacuation drills at the care home.

Preventing and controlling infection

- We were assured the service was following the latest infection prevention and control (IPC) and personal protective equipment (PPE) guidance.
- The provider was preventing visitors from catching and spreading infections. Access to the home had been restricted for non-essential visitors for most of the last 12 months due to COVID-19 lockdown restrictions, but was now open again to a designated guest. All visitors to the care home were expected to follow the services strict IPC guidelines. This included pre-arranging their visit, having an up to date negative COVID-19 test and temperature check. In addition, visitors were required wear appropriate PPE and to meet their family member or friend in the services newly designated visitors' room, which people could access safely from the garden.
- The provider was using PPE effectively. Guidance for hand washing, PPE and IPC were displayed throughout the service. Staff had access to enough PPE which we observed staff wearing appropriately. Staff had received up to date training in the safe use of PPE and new IPC guidelines.
- The provider was promoting safety through the layout and hygiene practices of the premises. The premises was kept hygienically clean. Housekeeping staff demonstrated a good understanding of their IPC role and responsibilities. Additional cleaning schedules had been introduced, including the routine cleaning of high touch points, such as door handles, handrails and light switches.
- The provider was meeting shielding and social distancing rules and admitting people safely to the service. People self-isolating in the care home were supported, including having their own dedicated staff who provided a support bubble to support all their needs, such as their meals and social support. The service also ensured people were received safely into the service in accordance with national guidance.
- The care home was engaged in the 'whole home' testing programme, which meant everyone living and working at the care home were routinely tested for COVID-19. Most people living and working at the care home have been vaccinated against COVID-19.