

# Holmleigh Care Homes Limited

# Hunters Moon

## Inspection report

Grittleton Road  
Yatton Keynall  
Chippenham  
Wiltshire  
SN14 7BH

Tel: 01249783111  
Website: [www.holmleigh-care.co.uk](http://www.holmleigh-care.co.uk)

Date of inspection visit:  
02 December 2020

Date of publication:  
24 December 2020

## 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

Hunters Moon is a care home providing accommodation and personal care for up to seven people with a learning disability. The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

The outcomes for people using the service reflected the principles and values of Registering the Right Support by promoting choice and control, independence and inclusion. People's support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

People said they were happy with the support they received. Staff knew what to do to keep people safe and were confident any concerns would be taken seriously.

Risks to people's well-being and safety were assessed, recorded and kept up to date. Staff supported people to manage these risks effectively. People received support to take their medicines safely.

The home was clean, and the provider had taken additional infection prevention and control measures as a result of the COVID-19 pandemic.

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 26 April 2019).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had received about keeping people safe. An overall rating for the service has not been given following this targeted inspection.

We also 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.

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 this concern. Please see the safe section of this full 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?**

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.

Details are in our safe findings below.

### **Inspected but not rated**

# Hunters Moon

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about keeping people safe.

#### Inspection team

The inspection was completed by one inspector.

#### Service and service type

Hunters Moon 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

We gave the service 24 hours' notice of the inspection. This was because we needed to be sure that arrangements were in place to maintain infection control procedures during 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.

Before the inspection we reviewed the information we held about the service and the service provider. We looked at the notifications we had received for this service. Notifications are information about important events the service is required to send us by law. We used all of this information to plan our inspection.

#### During the inspection

We spoke with two people who use the service and observed how staff interacted with people. We looked at

all communal areas of the home and some bedrooms to assess how the infection control procedures were being put into practice. We reviewed medicine storage and medicine administration records. We looked at records relating to managing risks, and the action taken to keep people safe.

After the inspection

We spoke with three members of staff by telephone to gain their feedback 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.

At the last inspection this key question was rated as good. 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 a specific concern we had about keeping people safe. We will assess all of the key question at the next comprehensive inspection of the service.

### Systems and processes to safeguard people from the risk of abuse

- The service had effective safeguarding systems in place. Staff had a good understanding of what to do to make sure people were protected from harm. Staff had received regular training in safeguarding issues.
- Staff were confident the registered manager would take action to keep people safe if they raised any concerns. Staff also knew how to raise concerns directly with other agencies if they needed to.
- The provider had responded well when concerns were raised. They had worked with the local safeguarding team to ensure people were safe.

### Assessing risk, safety monitoring and management

- Risk assessments were in place to support people to manage the risks they faced. They balanced protecting people with supporting them to maintain their independence. Examples included support for people to manage their epilepsy, accessing the community safely and managing risks relating to COVID-19.
- People had positive behaviour support plans in place where needed. These set out the support people needed to manage behaviours that challenged staff and other people. The plans included clear information about signs for staff to look out for and actions needed to de-escalate situations.
- Staff demonstrated a good understanding of these plans and the actions they needed to take to keep people safe.

### Using medicines safely

- Medicines were securely stored, and people were supported to take the medicines they had been prescribed.
- Medicines administration records had been fully completed. These gave details of the medicines people had been supported to take.
- Where people were prescribed 'as required' medicines, there were clear protocols in place. These stated the circumstances in which the person should be supported to take the medicine.
- Staff had received training in safe administration of medicines. Their practice had been assessed to ensure they were following the correct procedures.

### Preventing and controlling infection

- The service had introduced measures to prevent visitors from catching and spreading infections. All visitors were screened for symptoms of COVID-19 and were provided with personal protective equipment

(PPE).

- Staff had received training on infection prevention and control measures and how to use PPE safely.
- The registered manager had introduced additional cleaning measures in the home. All areas of the home were clean, and records demonstrated the additional cleaning had been completed.
- The provider had updated their infection prevention and control policy to reflect the COVID-19 pandemic and additional measures that had been introduced. The registered manager had identified the need to keep better records of the infection control audits they completed. On the day following the inspection the registered manager reported action had been taken to ensure this was completed.