

Four Seasons (No 10) Limited

Summerdale Court Care Home

Inspection report

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30 October 2020
27 November 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

Summerdale Court Care Home is a care home providing personal and nursing care. It is registered to provide care and support for up to 110 people in one purpose-built building. However, the top floor units were closed for refurbishment and the service had a limited capacity to provide care to 58 people. There was one unit which specialised in supporting people living with dementia. There was one nursing unit which provided care to people with nursing care needs. Both of the units were on the ground floor.

People's experience of using this service

We were not assured the service was following safe infection prevention and control (IPC) procedures to keep people safe. The service had not assessed the individual IPC risks people faced and did not have plans to keep people safe. The provider had not established safe operating procedures, such as those relating to visiting arrangements. Audits to check the quality of IPC measures were not robust enough to ensure they were safe.

In line with best practice, the service was not using agency staff in order to prevent the spread of infection.

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

Rating at last inspection

The last rating for this service was requires improvement (published 24 October 2020) and there was a breach of one Regulation. We did not review whether the service had met this breach at this inspection.

Why we inspected

The inspection was prompted due to concerns received about infection control. A decision was made for us to inspect and examine this risk.

Follow up

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will 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.

Details are in our safe findings below.

Inspected but not rated

Summerdale Court Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted due to concerns received about infection prevention and control.

Inspection Team

The inspection team consisted of two inspectors. One inspector worked at the service and the second worked remotely off-site to help prevent the risk of the spread of infection.

Service and service Type

Summerdale Court Care Home 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.

Notice of inspection

The inspection was unannounced.

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 used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with one person who used the service and 4 members of staff including the regional manager, a senior care worker and care workers. We made general observations of the home. We also looked at records

relating to the management of the service.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked documents relating to the management of the service.

Is the service safe?

Our findings

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

We have not changed the rating of this key question, as we only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on specific concerns we had in relation to infection control. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- We were not assured the service was following safe infection prevention and control procedures to keep people safe.
- The provider had not established appropriate visiting arrangements to help prevent the spread of infection. For example, temperature checks were not always conducted.
- The provider had not assessed the individual risks people faced regarding the spread of infection. For example, the risks associated with people attending A&E and for those who walk with purpose and may not be able to follow social distancing guidelines because of their medical conditions. The provider had not formally assessed the layout of the service with regard to effective zoning and cohorting practices following an outbreak of COVID-19.
- The infection prevention and control policy was not effective and was not specific to the service, but rather a generalised version that should be adapted to suit the needs of the service and the people living there. The regional manager told us and a person's relative told us staff did not always use face coverings safely to help prevent the spread of infection. The provider's audits had not identified and addressed the concerns relating to PPE, A&E visits, safe cohorting, and incomplete risk assessments. Following the inspection, we spoke with the managing director and the regional manager and the provider put more infection prevention and control measures in place.

The issues amount to a breach of regulation 12 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We have signposted the provider to resources to develop their approach.

- The provider had deployed staff effectively. The provider appropriately supported staff who needed to shield during the pandemic. The provider had matched the wage of those agency staff who chose to work exclusively at the service. The provider did not use agency staff members who had not agreed to work exclusively at the service.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment
Treatment of disease, disorder or injury	The provider had not assessed the risk of and prevented the spread of infections. Regulation 12(1)(2)(h).