

Sentry Care Limited

# Shire House Care Home

## Inspection report

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Date of inspection visit:  
11 March 2021

Date of publication:  
09 April 2021

## 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

Shire House Care Home is a residential care home. The home is registered to accommodate up to 22 older people in one adapted building. Nursing care is not provided by staff in the home. This type of care is provided by the community nursing service. At the time of this inspection there were 20 people living in the home.

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

People were supported to eat and drink safely. People told us they enjoyed the food and improvements made to the oversight of risks related to eating and drinking enough had been implemented effectively.

Staff supported people with social distancing and frequent handwashing to protect against Covid-19. People with dementia were supported with these measures in ways they understood.

The home was clean and well maintained. Staff cleaned frequent touch points frequently. Cleaning chemicals used at the home were effective against Covid-19. Infection prevention and control audits took place and spot checks were carried out.

Staff had received training on how to keep people safe during the COVID-19 pandemic and had plentiful supplies of personal protective equipment. Staff were seen to be wearing their PPE appropriately throughout our visit. Staff breaks had been staggered to allow for social distancing to be maintained in the staff room and a larger room had been made available to them.

Staff and people were regularly tested in line with the government's current testing programme. Visitors to the home were tested where this was appropriate, and the registered manager was preparing for the start of in home visiting in line with the change in government guidance.

The size and layout of the home meant there were well ventilated spaces for people who wished to spend their time with others. The staff room had been moved to afford staff a larger place to take their breaks. This helped to promote social distancing.

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns we had received about risk management related to the monitoring and response to people's food and drink intake. The overall rating for the service has not changed following this targeted inspection and remains Good.

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.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Shire House Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

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 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**

# Shire House Care Home

## **Detailed findings**

### Background to this 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.

#### The inspection

This was a targeted inspection to check on a specific concern we had about the management of risk. We will assess all of the key question at the next comprehensive inspection of the service.

As part of this inspection we looked at the infection control and prevention measures 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

One inspector undertook the inspection.

#### Service and service type

Shire House Care Home is a 'care home.' People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement.

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

The inspection visit took place on 11 March 2021 and was announced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used this information to plan our inspection. We gathered information from social care professionals who worked with the home.

During the inspection.

We spoke with three people about the food and drink in the home. We also spoke with registered manager and two members of care staff. We reviewed records related to the management of risks associated with eating and drinking for four people. We also reviewed infection control policies and procedures, cleaning records and the findings of an infection control audit.

Following the visit we spoke with medical professionals who had regular contact with the home.

# 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 risks related to how much people ate and drank. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People had drinks available in their rooms and communal areas when we visited. People told us they enjoyed the food making comments such as: "It is excellent" and, said with a grin: "It is very good – if it wasn't, we wouldn't stay here."
- Records about people's diet and fluid intake had been reviewed and lessons learned following concerns raised with the senior team. These concerns related to the monitoring of people's diet and food intake and how this information was used to ensure safe care and treatment. New documentation and processes for monitoring the records had been fully implemented in February 2021. People who were identified as being at risk had charts in place to monitor their food and drink intakes. These charts were being completed accurately. There was an individual target for each person to drink and senior staff checked the charts part way through the day to check if people needed additional drinks or prompting. Food records indicated how much of each meal or snack people had eaten.
- Contact was made with medical professionals if there were concerns about people's ability to eat and drink safely, if they were eating and drinking less or if they had lost weight.
- People had been referred to Speech and Language Therapists if they were experiencing difficulties swallowing safely. Staff understood, and followed, people's individual plans.

### ● Preventing and controlling infection

S5□ How well are people protected by the prevention and control of 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.