

Avery Care Clevedon Limited

# Poets Mews Care Home

## Inspection report

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Date of inspection visit:  
26 November 2020

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

Poets Mews is a residential care home providing personal and nursing care to 43 people aged 65 and over at the time of the inspection. The service can support up to 80 people.

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

This was a targeted inspection looking at staff levels and training. People were happy with their care and made positive comments about staff, including, "They look after us very well". Another person said, "I've no complaints at all about the staff".

The manager used a dependency tool to help them plan staffing levels in a safe way. There were sufficient staff available to meet people's needs.

We spoke with three staff, who told us that at times it would be useful to have more staff in order to give more individual support to people who weren't able to see family and friends due to the pandemic restrictions. However, overall they felt that staffing was sufficient to meet people's needs and keep them safe.

Staff training covered a range of topics relevant to the needs of people in the home. Staff new to the home were satisfied with their induction and the support they received.

We checked infection control procedures whilst we were at the home and found no concerns with how this was being managed.

### Rating at last inspection (and update)

This service was registered in September 2019. Due to changes in the way we are working as a result of the pandemic, we have not yet rated this service. We carried out a targeted inspection to look at safety on July 2020 and found no breaches of regulation or concerns at this time.

This targeted inspection found no breaches of regulation.

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about staffing levels and staff training. A decision was made for us to inspect and examine those risks.

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 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.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We have not rated this key question 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**

### **Is the service effective?**

We have not rated this key question 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**

# Poets Mews Care Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check specific concerns we had about staff training and staffing levels in the home.

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

This inspection was carried out by two inspectors.

#### Service and service type

Poets Mews 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 in place who was in the process of registering with the Care Quality Commission.

#### Notice of inspection

We gave 24 hours' notice of our inspection in order to discuss any risks relating to the pandemic.

#### What we did before the inspection

We reviewed all information available to us, including notification and concerns. Notification are information about specific incident the provider is required to tell us about by law.

#### During the inspection-

We spoke with three people who were able to do so safely within the measures set out by the home. We spoke with three staff, all of whom had started working within the last six months. We reviewed records

relating to staff training and staff rotas.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

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

The service has not yet received a comprehensive inspection and rating. The purpose of this inspection was to check a specific concern we had about staffing levels. We will assess all of the key question at the next comprehensive inspection of the service.

### Staffing and recruitment

- There were sufficient numbers of staff to ensure people were safe.
- Staff told us that there were times when they felt more staff would be useful. This was particularly because they felt they wanted to do more for people during the pandemic whilst visiting restrictions were in place. However, staff didn't tell us about any significant safety risks relating to staffing levels. We fed these staff views back to the manager and area manager.
- The manager used a dependency tool to help them plan safe staffing levels. The manager told us they were currently staffing the service over and above the numbers indicated by the dependency tool. We checked this against staffing rotas for the previous four weeks.
- The manager told us they had systems in place to monitor call bell waiting times. This was checked regularly to ensure that when people needed to use their call bell, they were answered within a safe time. Staff confirmed that they were able to answer call bells. There were times when this was difficult as people's needs fluctuated and some days were busier than others, however staff prioritised according to need at these times.
- People were positive about the staff and made comments such as "They look after us very well". Another person said, "I've no complaints at all about the staff". This was reflected in our observations of staff interacting with people in the home. These comments were in addition to the positive feedback we received when we carried out a targeted inspection at the home in July 2020.

### 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.



# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

The service has not yet received a comprehensive inspection and rating. The purpose of this inspection was to check specific concerns about staff training. We will assess all of the key question at the next comprehensive inspection of the service.

Staff support: induction, training, skills and experience

- Staff received training in a broad range of topics relevant to the needs of people in the home. Staff new to the home told us they were well supported.
- Staff told us they were happy with their induction in to the home and felt well supported through the process. They all felt able to ask for more help and support if required.
- We looked at records relating to training and saw that staff were asked to cover a wide range of topics relevant to the needs of people in the home. This included for example, safeguarding, moving and assisting, mental capacity, first aid and pressure ulcer prevention.
- Clear records were kept of training completed by staff and this was monitored on a weekly basis so that prompts and reminders could be given to staff to complete outstanding topics. Staff were given an opportunity to shadow experienced staff before being asked to work independently. Feedback from care staff was mixed about the quality of support from the senior carer on their unit. This was fed back to the manager who told us they were very much aware of this issue and were addressing it.