

Athena Care Homes (Gaywood) Limited

# Amberley Hall Care 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

Amberley Hall Care Home is a residential care home providing personal and nursing care to 88 people, some of whom are living with dementia at the time of the inspection. The service can support up to 106 people. Amberley Hall is a purpose-built care home divided into separate units that provide specialised residential or nursing care. The service also provides intermediate care and rehabilitation in partnership with local clinical commissioning group therapy staff.

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

Improvements had been made to ensure that people's medicines were managed safely. Staff were able to administer these free from interruption. Topical medicines and creams were stored securely which helped people keep safe. Records of the administration of medicines were concise and complete.

We found people were protected from the risk of acquiring infections and the service was clean. Personal protective equipment was available to staff and all staff were following the latest guidance.

The manager had implemented new systems to ensure that admissions to the service were well planned and comprehensive. The impact of new admissions to the home was assessed holistically and included potential impact on people already living at Amberley Hall care home.

The learning from the impact of a COVID-19 outbreak at the service at the emergence of the pandemic had been used to implement changes to reduce the risks as far as practical of another outbreak. The manager of the service had been proactive in planning for the arrival and implementation of a COVID-19 vaccination so that people and staff had been provided with accurate information and support so that they could make an informed decision on participation.

### Rating at last inspection (and update)

The last rating for this service was requires improvement (Published 8 February 2020)

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

### Why we inspected

We undertook this targeted inspection to check whether the requirement notice we previously served had been acted upon in relation to Regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Following concerns raised to the CQC earlier in the current pandemic relating to the use of personal protective equipment (PPE) and the management of risks to people, we also looked at the infection control and prevention measures in place and how risks to people

were managed. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or 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.

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

#### 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 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.

**Inspected but not rated**

# Amberley Hall Care Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the requirement notice in relation breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Following concerns raised to the CQC earlier in the current pandemic relating to the use of personal protective equipment (PPE) and the management of risks to people, we also looked at the infection control and prevention measures in place and how risks to people were managed. 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 three inspectors.

#### Service and service type

Amberley Hall 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.

The service had a manager who had an application in progress to be 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

This inspection was unannounced. On arrival to the service, inspectors telephoned the home from the car park to inform them of the inspection and to establish if any specific infection control measures were in place to manage the risks of COVID -19 that they needed to follow.

#### 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. 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 used all of this information to plan our inspection.

During the inspection

We spoke with the manager, the residential services lead and the hospitality services manager. We also spoke with the providers operations director, who is also the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We reviewed a range of records, policies and audits including the infection control policy. We undertook a check of people's medicines and associated records. We interviewed the manager and discussed the care of people recently admitted to the home and actions taken where peoples care needed to be reviewed. We also carried out observations within the service.

After the inspection

We spoke with a quality monitoring officer of the local authority.

# 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 requires improvement. We have not changed the rating of this key question, as we have only looked at the parts of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the requirement notice we previously served and to follow up on concerns raised to the CQC earlier in the current pandemic relating to the staff use of personal protective equipment (PPE) and the management of risks to people. We will assess all of the key question at the next comprehensive inspection of the service.

### Using medicines safely

At our last inspection the provider had failed to ensure that peoples medicines were managed safely. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- Only trained staff who had been assessed as competent to give medicines safely supported people with their medicines. Staff were not interrupted and were focussed only on administering medicines.
- Detailed protocols were in place for people who may require as and when medicines for pain relief or symptom management of a health condition. Records of the administration of medicines were comprehensive and complete, regular checks were made to ensure this was the case and the electronic system generated alerts to managers with any issues in real time.
- Medicines were stored securely and regularly audited using the electronic management system by the manager and heads of department to ensure they were being managed safely.
- Topical remedies and creams were stored securely in people's rooms to prevent miss use and keep people safe.
- Regular reviews took place with people's health Practitioner's to ensure their medicines remained appropriate. Changes were implemented as directed when required.

### 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.

Learning lessons when things go wrong; Assessing risk, safety monitoring and management

- The provider's leadership team and the service manager had reviewed the impact on the service from the initial wave of the COVID - 19 pandemic. They used the lessons learned from this to implement changes so that the service was very well prepared and striving hard to reduce the risk of another outbreak.
- The provider had created two new posts of infection control specialist nurses to create extra capacity and expertise to support the service manager. This including a very proactive approach to reducing anxiety amongst people living at the service and the staff working there around regular testing, and the take up of the COVID - 19 vaccine when this becomes available. The aspiration is that people and staff are fully appraised of the benefits this offers and can make an informed decision in participation based on the scientific data and facts around vaccinations.
- The new manager had reviewed the process for assessing and admitting people to the service. Assessments were now more detailed and thorough consideration had been given to any potential impact of the admission on other people already living at the service.