

HC-One No.1 Limited

Market Lavington Care Home

Inspection report

39 High Street
Market Lavington
Devizes
Wiltshire
SN10 4AG

Tel: 01380812282

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17 August 2021

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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

Market Lavington Care Home provides personal and nursing care for up to 87 people. Accommodation is provided in two separate buildings. One building is for residential care and one for nursing care. People have their own rooms and there are communal rooms such as dining rooms and lounges. The home also has rooms used for short-term periods in agreement with the local authority. These were referred to as 'discharge to assess' rooms. At the time of our inspection there were 52 people at the home.

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

This was a targeted inspection to look at concerns about cleanliness. CQC had received whistleblowing concerns about the cleanliness of the buildings.

The home was not clean and in need of maintenance. The planned refurbishment for May 2021 had not taken place. This meant there were some areas which were in need of repair and redecoration.

We observed communal bathrooms and shower rooms were not always clean. Shower trays in communal bathrooms were stained and one had black mould around the plug hole. The shower chair had rusty wheel fittings which could not be thoroughly cleaned. One dining room had a piece of skirting board missing which exposed brick and plaster work. The dining room had fluid spilled on the floor which had become sticky and we observed cobwebs around the windows and light fittings.

Handrails in corridors had chipped paint which exposed wood and plaster had come away from the wall in one corridor exposing the brick. These areas were porous and could not be cleaned thoroughly.

We observed one person's room was in need of a hoover as there was debris on the floor and there was a dislodged radiator in the room which needed repair. We showed some of these areas and our concerns to the area director who was visiting at the time of our site visit. They told us they would address these shortfalls.

Cleaning schedules did not evidence the home was being cleaned regularly. There were gaps in recording for a number of weeks or staff had written that there were not any staff available to clean. The home had experienced a shortage of domestic staff. They informed us they had used agency domestic staff to fill gaps in the rotas. Whilst agency domestic staff had been used, it was only for a fraction of the gaps in staffing rotas. This meant there were times when there were no staff available to clean or one member of staff to clean the whole service.

People were able to have visits from their relatives. Systems were in place to make sure relatives had a Lateral Flow Test (LFT) prior to visiting which gave the provider a quick COVID-19 result. All visitors had to complete screening questions and visits were booked in advance.

People and staff were being tested as per the government guidance for COVID-19. Staff were observed to be wearing personal protective equipment (PPE) safely and there was plenty of stock available. Staff had been trained on how to use PPE safely and on infection prevention and control safe practices.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 16 March 2021). We found the service was in breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. 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 did not review areas for the breach of regulation 17 so the service remains in breach of regulation. We have also identified a new breach of regulation at this inspection.

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the cleanliness of the home. 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 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.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified a breach of regulation in relation to poor cleanliness and maintenance in some areas. Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

Follow up

We will meet with the provider following this report being published to discuss how they will make changes to ensure they improve their rating to at least good. We will work with the 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.

Inspected but not rated

Market Lavington Care Home

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. This was a targeted inspection to check on specific concerns we had about the cleanliness 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

This inspection was carried out by one inspector.

Service and service type

Market Lavington 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 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.

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. We reviewed information we had received about the service since the last inspection. We also sought feedback from the local authority. We used all of this information to plan our inspection.

During the inspection

We spoke with four people who used the service about their experiences of the care provided. We spoke with 11 members of staff, the area director and the deputy manager. We reviewed cleaning schedules.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at quality monitoring records, action plans and policies and procedures relating to infection prevention and control. We contacted four relatives for their views 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 requires improvement. This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed. 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 on specific concerns we had about cleanliness. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- We were not assured that the provider was promoting safety through the layout and hygiene practices of the premises. We were also not assured that the provider was making sure infection outbreaks could be effectively prevented or managed.
- We observed people's rooms and some communal areas were unclean. For example, we observed two shower trays in communal bathrooms were stained and one had black mould around the drainage hole. Staff told us they had used this shower for one person just before our visit. In addition, the shower chair had rusty wheel fittings which could not be cleaned thoroughly.
- One of the dining rooms had cobwebs around the windows and light fittings and paint flaking off windowsills. There was a piece of skirting board missing which exposed plaster work and left gaps in flooring for debris to fall into. There was fluid spilled on the floor of the dining room which had dried and become sticky. There was food debris on the floor of the dining room observed prior to the breakfast mealtime. Staff told us this was from the day before.
- Handrails in corridors had chipped paint which exposed wood underneath and one corridor had exposed brickwork. These areas were porous and not able to be cleaned thoroughly.
- We observed one person's room had debris by the window and the radiator was sloping out of line. The person was being nursed in bed and not able to leave their room. One person told us, "They [staff] don't clean my room as often as I would like and don't clean it to my standard." One relative told us, 'Sometimes when we visit, the room is very much in need of a good clean, carpet is covered in debris and work surfaces are sticky and not clean. The bathroom is none too clean either'.
- Cleaning schedules did not evidence the home was cleaned regularly. There were gaps in recording for days and weeks at a time. Staff had written on some days there were no staff available to carry out any cleaning. One member of staff told us, "We are not able to keep the home clean if there are not enough staff."
- Following our site visit we met with the provider and were told cleaning had taken place and maintenance on some areas was being completed with more planned. The provider had planned a refurbishment for the home which had been delayed. The area director told us tenders were being sought with a start date for later in 2021.

We found no evidence that people had been harmed however, the home was not clean and properly maintained. This placed people at risk of harm. This was a breach of regulation 15 (Premises and equipment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider responded immediately during and after the inspection. They confirmed action had been taken to clean the home and maintenance was being carried out.

- 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's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 15 HSCA RA Regulations 2014 Premises and equipment
Treatment of disease, disorder or injury	The provider had failed to make sure the premises were cleaned and properly maintained.
	Regulation 15 (1) (a) (e) (2)

The enforcement action we took:

We served the provider a Warning Notice.