

Roseberry Care Centres GB Limited

Long Meadow

Inspection report

Bakewell Road
Matlock
Derbyshire
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Tel: 01629583986

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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

Long Meadow is a residential care home, providing nursing or personal care to up to 41 people. At the time of the inspection 32 people were living at the service.

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

- The service was clean, tidy and well maintained. Regular and thorough cleaning took place throughout the service including touchpoint areas. Staff we spoke with were all happy that the environment was clean and safe to work in.
- Procedures were in place to facilitate contact between people and their families, when this was allowed.
- Processes in place for any visitors were clear, and included a temperature check, hand sanitizing station, and appropriate PPE offered for use.
- Suitable arrangements were in place to ensure that anyone moving in to the service, did so safely. This included a negative Covid 19 test before moving in, and isolating for a 14-day period within the service.
- Staff had access to sufficient supplies of personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser. The registered manager had been proactive in ensuring stock levels remained good for the staff. We observed staff using PPE correctly throughout the service.
- Staff followed guidelines with the donning and doffing of PPE, and had an area within the service where this could be done safely.
- Regular testing was completed for staff and people living at the service. This meant prompt action could be taken should anyone test positive for COVID-19.
- Regular checks and audits around infection control were completed to ensure the registered manager had oversight on the service, and could address any issues promptly if found.
- People were cared for in a safe manner, and regular checks were made to ensure their pressure sore risks were kept to a minimum. Staff felt confident in managing people's skin care routines.

Rating at the last inspection

The last rating for this service was Good (published 10 April 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place, as well as pressure care management.

We found no evidence during this inspection that people were at risk of harm from these concerns.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Long

Meadow on our website www.cqc.org.uk

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?

Further information is in the detailed findings below.

Inspected but not rated

Long Meadow

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of a specific concern we had about infection control and pressure care management. We will assess all of the key question at the next comprehensive inspection.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Long Meadow 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 inspection

We reviewed information we had received about the service since the last inspection. 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 two members of staff, the deputy manager and the registered manager.

We reviewed a range of records. This included one persons care record, audits and policies

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 explore the specific concerns we had about Long Meadow. We will assess all of the key question at the next comprehensive inspection of the service

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.

Assessing risk, safety monitoring and management

- Prior to our inspection we were made aware of concerns about how the service was supporting people with pressure care and skin care. We looked at people's records and found that regular repositioning was taking place as required, food and fluid intake was closely monitored, and appropriate risk assessments were in place. Staff told us they were confident in managing pressure care, had been trained appropriately, and would make referrals to other health practitioners when required.
- Whilst staff said they regularly checked people's mattresses to ensure they were at the correct pressure setting, these checks were not being recorded. The registered manager told us these checks would be added to the records immediately.