

Northway House Residential Home Limited

# Northway House Residential Home

## Inspection report

96-98 Kingston Road  
Taunton  
Somerset  
TA2 7SN

Tel: 01823253999

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26 August 2020

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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

Northway House Residential Home is a care home which provides personal care and accommodation to up to 29 people. The home specialises in the care of older people.

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

The provider had experienced difficulties sourcing appropriate training for staff to meet people's increased mobility needs. However, this training had now been sourced to ensure all staff had the confidence and skill needed to safely support people.

People had access to appropriate equipment to make sure staff were able to support them in accordance with their assessed needs. One person said "The staff are nice. I feel safe in the hoist."

Infection prevention and control measures minimised the risks to people and staff. Staff were working in accordance with up to date guidance including wearing appropriate personal protective equipment and screening visitors to minimise risks.

People felt safe at the home and with the staff who supported them. One person told us, "Staff are kind to you."

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 12 January 2019.)

### Why we inspected

The inspection was prompted in part due to concerns received about moving and handling practices and equipment. A decision was made for us to inspect and examine those risks.

We undertook this targeted inspection to check people were being supported safely in regard to moving and handling. 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.

As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes. Therefore, this targeted inspection also looked at the infection control and prevention measures the provider had in place.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

#### 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?**

The service was safe.

**Inspected but not rated**

# Northway House Residential Home

## **Detailed findings**

### Background to this inspection

#### The 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. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to look at specific concerns we had about moving and handling practices and equipment.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted as part of our Thematic Review of infection control and prevention in care homes.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

Northway House Residential 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

We gave a short period of notice of the inspection because we wanted to ensure the safety of people, staff and the inspector in light of the Covid 19 pandemic.

### What we did before the inspection

We reviewed the information we had received about the service since the last inspection. We asked the provider for some assurances about concerns raised with us before we visited the care home. We also asked for some information regarding staff training and audits to be sent to us before the inspection. All information requested was received.

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.

### During the inspection

We spoke with two people who used the service. three members of the care staff team and the maintenance person. We looked at one person's care plan and viewed their room and the equipment used to assist them to mobilise. We also observed care and interactions in communal areas of the home, including seeing lunch being served.

# 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. We also looked at infection prevention and control measures as part of our thematic review.

The purpose of this inspection was to check the safety of people in regard to their moving and handling needs.

### Assessing risk, safety monitoring and management

- In the past few months the physical dependency of people had increased. This had led to more people requiring physical assistance with their mobility. The registered manager had identified two people who required more support than the home were able to provide and was hoping they would be able to move to a more suitable setting. However, this had been delayed due to the pandemic.
- Care plans gave up to-date guidance about people's moving and handling needs. The care plan and risk assessment for one person detailed the equipment needed to safely support them. We saw that the appropriate hoist for the person's weight was in use for this person. The person said "The staff are nice. I feel safe in the hoist."
- During the pandemic the provider had been unable to source face to face practical staff training in moving and handling. Staff spoken with felt this had led to a lack of confidence for some staff in using equipment to support people with their mobility. However, this training had now been sourced and several staff attended a training session the day before the inspection visit and others were due to attend later in the week. The registered manager said a further session would be arranged for September to ensure all staff had attended.
- Staff who had already attended the training said it had given them the skills needed to safely support people. One member of staff said, "Yesterday's training was very good. It definitely equipped me for work here."
- The registered manager kept people's needs under review and acted to make sure people received safe and appropriate care and support. Staff said the registered manager was very approachable and listened to their concerns. One member of staff said they had reported a moving and handling concern to the registered manager and action had been taken.

### 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.