

Cinnabar Support and Living Ltd

# Doddlespool Hall Care Home

## Inspection report

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09 November 2021

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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
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# Summary of findings

## Overall summary

### About the service

Doddlespool Hall Care Home is a residential care home providing personal care to 24 older people some of whom were living with dementia at the time of the inspection. The service can support up to 25 people. Doddlespool Hall Care Home is a two-storey building set in large gardens.

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

This was a targeted inspection that considered how the accidents and incidents were managed and infection control policies and practices. During our inspection we found no concerns in relation to these areas and we found the following examples of good practice.

People were supported by safely by staff following accidents and incidents. People and those important to them were kept informed following accidents and incidents. People had timely access to external professionals, where required following accidents and incidents. The registered manager reviewed all accidents and incidents and took action to reduce future risk to people.

People were supported by trained staff and in line with government COVID-19 guidance. People were supported to keep in touch with those important to them by staff in a variety of innovative ways. Staff supported people to remain well where they were unable to have entertainment into the home by hosting a Christmas show.

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 16 September 2019). As this inspection only considered the key question of 'Safe' we have not made any changes to this rating.

### Why we inspected

We undertook this targeted inspection to check on concerns that were raised with us about a specific incident at the home. 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.

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.

### 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 good. 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**

# Doddlespool 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 on a specific concern we had about accident and incident management. 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

The inspection was completed by one inspector.

#### Service and service type

Doddlespool 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 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 the service short notice of the inspection. This was because the service is small and we wanted to be sure the registered manager would be at the home to speak with us.

#### 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.

#### During the inspection

We spoke with two people and two relatives about their experience of the care provided. We spoke with three members of staff including the registered manager, senior care worker and care worker.

We reviewed a range of records relating to the management of the accident and incidents and infection prevention and control, including policies and procedures.

#### After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We spoke with two professionals who support 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 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 check a specific concern we had about accident and incident management. We will assess all of the key question at the next comprehensive inspection of the service.

### Learning lessons when things go wrong

- Staff understood their responsibilities in relation to accident and incident recording and reporting in line with the provider's policy.
- Lessons were learned when things went wrong. Staff recorded accidents and incidents and reviewed people's care following these. For example, following a fall a person's care plan was reviewed to reflect changes in their care and an increase in their risk of falling.
- The registered manager reviewed all accidents and incidents and completed an analysis to make changes to people's care and support where required. For example, following five falls during the night the registered manager increased the staff during this period to offer people additional support.
- People had access to external professionals following accidents and incidents should this be required. One staff member told us, "If someone had multiple falls we would definitely contact the physio or speak to the GP to check if there was anything going on. We would also contact the falls team for additional support if they needed this."

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.