

QH (Rosewood) Limited

Estherene House

Inspection report

35 Kirkley Park Road
Lowestoft
Suffolk
NR33 0LQ

Tel: 01502572805

Date of inspection visit:
01 December 2020

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23 December 2020

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

Estherene House provides accommodation and personal care for up to 36 people who require 24 hour support and care. Some people were living with dementia. At the time of our visit 35 people were using the service.

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

We received information raising concerns about how risks to people were managed. We contacted the registered manager and received reassurances regarding the concerns. We also liaised with Suffolk County Council contracts team to obtain their feedback about the service.

We inspected the service to check the feedback we had received was correct. We found that risks to people from receiving care and support were mostly effectively assessed and managed. However, there was no risk assessment regarding access to the two stair cases. We brought this to the attention of the registered manager during the inspection visit and they have confirmed this is now in place.

We found people were protected mostly 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 registered manager was working with the local authority contracts team to improve practice within the service and make improvements where needed.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk
Rating at last inspection The last rating for this service was Good (published 21 February 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns we had received about the service. The inspection was prompted in part due to concerns received about the management of risks within the service. A decision was made for us to inspect and examine those risks.

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 coronavirus 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?

Risks to people from receiving care and support were being managed safely.

We were somewhat assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Estherene House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about the management of risk.

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 carried out by two inspectors.

Service and service type

Estherene House 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 one hour's notice of the inspection because we needed to check what infection control measures were in place.

What we did before 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 registered manager and deputy manager. We reviewed a range of records. This included specific sections of six care records relevant to the management of risk. A variety of records, policies and audits including the infection control policy. We also carried out observations within the service.

After the inspection

We continued to seek clarification from the provider to validate evidence.

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 the management of risk. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- The service had two stair cases. The registered manager told us that only people who were mobile lived on the first floor. However, there was no risk assessment in place with regard to how the risk was managed with regard to people who may live on the ground floor but may attempt to climb the stairs. We brought this to the attention of the registered manager and they have contacted us since the inspection confirming this has been done.
- Risks to people's health had been assessed and were safely managed. People's needs and abilities had been assessed and risk assessments had been put in place to guide staff on how to protect and support people. The potential risks to each person's health, safety and welfare had been identified. Well known assessment tools such as MUST (Malnutrition Universal Screening Tool) and Waterlow (a pressure ulcer risk assessment tool) were used.
- Care plans we inspected had been regularly reviewed and updated. They were stored securely, and access was restricted to appropriate staff.
- Regular health and safety checks were carried out by the maintenance person and these were checked by the registered manager.
- Records demonstrated that the registered manager carried out thorough and questioning investigations into whistleblowing concerns. They worked with other health professionals such as the local authority contacts team to improve care and support.

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 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 have also signposted the provider to resources to develop their approach.