

Contemplation Care Limited

Deerhurst

Inspection report

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26 May 2022

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service responsive?	Inspected but not rated

Summary of findings

Overall summary

About the service

Deerhurst is a small residential care home which provides accommodation, care and support for up to three people with a learning disability and autism. The home is located in a quiet cul-de-sac within a housing estate. People's rooms are located on the first floor which are accessed by stairs. The home has a lounge and conservatory, a kitchen and a separate dining room and a large garden. At the time of the inspection there were three people living at the home.

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

People received person centred support which met their wishes and preferences. People's support plans were detailed and up to date and showed they were involved in decisions about their support and chosen activities. People were asked for their ideas for activities and staff checked afterwards whether people had enjoyed them. The most recent survey feedback from relatives about the support their family members received was very positive and they felt involved and informed.

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 rating at the last inspection was good. The rating has not changed as we have not looked at all questions under the key KLOES.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

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.

The inspection was prompted in part due to concerns received that people may not be receiving appropriate, person centred care and may not have support to share their views and wishes. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection to support these concerns.

Please see the responsive section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Deerhurst on our website at www.cqc.org.uk.

The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check 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 will continue to monitor information we receive about the service, which will help inform when we next inspect.

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.

Details are in our safe findings below.

Inspected but not rated

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Inspected but not rated

Deerhurst

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 Health and Social Care Act 2008.

This was a targeted inspection to check on a concern we had received about person centred support and activities, and people's ability to share their views and wishes.

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 an inspector.

Service and service type

Deerhurst is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Deerhurst is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a manager in post who was in the process of completing their application to register with the commission.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because the service is small, and people are often out and we wanted to be sure there would be people at home to speak with us.

What we did before the inspection

We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used information gathered as part of monitoring activity that took place on 6 May 2022 to help us plan the inspection and inform our judgements. We used all this information to plan our inspection.

During the inspection

We spoke with the manager and operations manager, who is also the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We reviewed three people's care records, surveys and correspondence between families and the service. We spoke with two people and observed staff interactions with them.

Following the inspection

We continued to review information sent to us by the provider.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

Preventing and controlling infection

- The provider had effective infection, prevention and control measures to keep people safe. This included up to date policies and procedures which supported staff to manage risks from infection in the home.
- Effective arrangements were in place to clean people's rooms and the shared spaces. Regular deep cleaning and frequent cleaning of high touch points, such as light switches and door handles, was completed as planned.
- Staff had received training in infection, prevention and control, including guidance on how to minimise risks from Covid 19.
- Staff were observed to follow guidance on the use of personal protective equipment such as masks.
- 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.

Visiting in care homes

- Relatives were able to visit people at the service in line with the current government guidance. The provider kept relatives informed of any changes to the guidance through emails, phone calls and letters.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the responsive key question at this inspection.

The purpose of this inspection was to check a concern we had received about person centred support and activities and people's advocacy. We will assess the whole key question at the next comprehensive inspection of the service.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences; Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People had detailed support plans based on their needs and wishes. This included their hobbies and interests. People shared their ideas for activities during resident's meetings and these were then planned in advance. Activities included a visit to an oceanarium, theatre and the cinema and going out for a pub lunch. One person enjoyed spending time at the stables. A boat trip had been arranged for June. Ad hoc activities also took place daily, such as bingo, arts and crafts, bowling and card games.
- Staff checked with people after each activity to see if they had enjoyed it, what they liked or didn't like and whether they would like to do it again. This was recorded so staff could monitor people's preferences.
- We observed staff interaction with two people which was friendly and encouraging. Staff knew people well and people seemed relaxed and at ease with them.
- The manager sometimes asked people if they would like to include people from another of the provider's services in their day trips out. This gave people an opportunity to see their friends and enjoy different relationships.
- Relatives or advocates were involved in supporting people to make decisions about their care. The provider had a feedback procedure in place so they could obtain relatives views regularly and ensure they were happy with their family member's support. Comments from the most recent feedback was either good or excellent.