

Vaghjiani Limited

The Laurels Nursing Home

Inspection report

Lincoln Road
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Lincolnshire
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Tel: 01673858680

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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

The Laurel's Nursing Home is a residential care home providing personal and nursing care to 13 people at the time of the inspection. The service can support up to 30 people in one adapted and extended building over two floors.

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

The infection prevention and control practices at the service had shown a marked improvement since our last visit. People were supported by staff who followed good infection prevention practices. Staff had been supported with further update training on donning and doffing personal protective equipment (PPE). The environment people lived in was clean and well maintained, the risks to people from COVID 19 had been assessed and safe measures were in place to support people.

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)

We undertook a focused inspection on 4 August 2020, looking at safe and well Led, at this inspection we rated the service as Requires Improvement. Following this we undertook a targeted Infection Prevention and Control (IPC) inspection on 22 December 2020, following an outbreak of COVID 19 at the service. We did this to look at the risks to people living in the service. We found the provider was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Following that inspection, we issued a warning notice to the provider.

Why we inspected

We looked at infection prevention and control measures under the Safe key question. We look at this in all care homes 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.

We undertook this targeted inspection to check whether the provider had met the breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated activities) 2014 and that the Warning Notice we previously served had been met. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or 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.

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 requires improvement. 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

The Laurels Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 good governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

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 one inspector.

Service and service type

The Laurel's Nursing 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

This inspection was unannounced.

What we did before the inspection

Prior to our inspection we reviewed information we held about the service. This included the previous inspection report, feedback from the local authority, information received and statutory notifications. A notification is information about important events which the provider is required to send us by law. We used this information to plan our inspection.

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 four members of staff including, the registered manager care workers and the cook. We reviewed a range of records. This included two people's care records. We looked at a variety of records relating to the management of the service, including quality audits.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data, 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 inspection conducted in August 2020 this key question was rated as requires improvement. 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 if the provider had met the requirements of the warning notice we previously served. We will assess all of the key questions at the next comprehensive inspection of the service.

Preventing and controlling infection

When we last visited the service, the provider was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Providing safe care and treatment. We found shortfalls in the way infection prevention and control was managed to ensure people's safety. This included staff practice, cleanliness and maintenance of the environment and equipment and the management of the layout of the building during a COVID 19 outbreak. There was also lack of information in people's care records on how to support people during the COVID 19 pandemic.

- During this visit we saw staff were wearing appropriate personal protective equipment (PPE) and showed a good knowledge of when the equipment should be worn and how to don and doff their PPE. Staff had been provided with continuous visual updates training via video, following our last visit, which had supported their knowledge. One member of staff told us they found the continual updates helped reinforce their knowledge.
- The concerns we had in relation to the environment at the last inspection had been addressed. The service was clean and outstanding maintenance issues which had a negative effect on the environment had been addressed.
- The registered manager and nominated individual were undertaking regular checks to ensure staff practices were in line with the government recommended guidance. They also monitored the standard of environmental cleanliness and maintenance of the service.
- Risks to people's safety in relation to COVID 19 had been identified and their care plans showed their care was centred around managing and reducing these risks.
- The registered manager and nominated individual had reviewed their contingency plan in relation to zoning the environment to support people who were COVID 19 positive. This would ensure should there be a further outbreak of COVID 19 at the service, or they admitted people with COVID 19, they could be safely supported.

The above evidence showed the provider was no longer in breach of Regulation 12 of the health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

