

Akari Care Limited

# Alexandra House

## Inspection report

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>
Is the service well-led?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### About the service

Alexandra House is a care home that provides personal care and support for up to 40 people, some of whom are living with dementia. At the time of the inspection there were 35 people living in the home.

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

People happily interacted with staff and other people in communal areas around the home. People were supported to keep in touch with their family members.

There were systems in place to keep people safe. Accidents and incidents were recorded, monitored and analysed for trends and any lessons learned. People received their medicines in a safe way. Infection control processes were embedded into the service and staff followed government guidance in relation to infection control and prevention practices, in particular, relating to COVID-19. Staff wore appropriate PPE when supporting people. Staff and visitors to the home had their temperature checked and completed a risk assessment and COVID-19 test.

The home was well managed. People interacted positively with staff and management. The manager operated an open door policy and was approachable. An effective quality assurance process was in place.

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 23 October 2018).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service in relation to keeping people safe, medicines management and overall management of the home. We also looked at infection prevention and control measures. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively. 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 found no evidence during this inspection that people were at risk of harm from these concerns. Please see the Safe and Well-Led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for

Alexandra House on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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.

**Inspected but not rated**

### Is the service well-led?

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.

**Inspected but not rated**

# Alexandra House

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to follow up on specific concerns which we had received about the service in relation to keeping people safe, medicines management and overall management of the home.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

#### Inspection team

The inspection was undertaken by one inspector.

#### Service and service type

Alexandra 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 did not have a manager registered with the Care Quality Commission. This means that the provider is legally responsible for how the service is run and for the quality and safety of the care provided. The service had a manager in place who had submitted an application to CQC and had begun the registration process.

#### Notice of inspection

We gave a short period of notice on the morning of the inspection to ascertain the current status of the home in relation to any COVID-19 infections and to ensure the inspection could go ahead safely.

#### What we did before the inspection

We reviewed information we had received about the service since the service was registered. We sought feedback from the local authority who contract 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.

#### During the inspection

We carried out observations around the home and chatted to two people in communal areas. We spoke with the regional manager, the manager, the admin person, a senior care worker, a care worker and the housekeeper. We reviewed a range of records. This included cleaning schedules. We looked at records relating to the management of the service, including policies and procedures.

#### After the inspection

We reviewed evidence sent to us such as policies, quality assurance records, staff records and risk assessments.

# 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 Alexandra House. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- There were appropriate systems and processes in place to keep people safe.
- Staff knew people well and were aware of how to report any safeguarding issues or concerns. Staff received regular training how to safeguard people from abuse.
- The provider had a safeguarding policy and procedure in place. All safeguarding alerts were raised with local authorities in a timely way.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risks to people's health, safety and wellbeing were assessed and managed.
- The manager monitored all accidents and incidents to identify any trends and lessons learned. Any action taken to mitigate risks were also recorded.

Using medicines safely

- People received their medicines in a safe way.
- Medicines were administered by trained and competent staff.
- Regular medicine checks and audits were carried out. Any errors were identified and actioned appropriately.

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.

# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

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 Alexandra House. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Systems were in place to ensure that quality and risks were monitored at the home.
- At the time of the inspection the service did not have a registered manager. The manager in post had commenced the CQC registration process and was receiving regular support from the regional manager.
- The provider and manager monitored the quality of the service to make sure they delivered a high standard of care and to drive improvement.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The home was well-managed. Staff were supported in their roles by the manager.
- The manager was open and approachable to all. People and staff approached the manager with ease in their office and when walking around the home.
- Despite the restrictions imposed by the pandemic, staff meetings had continued to take place in a spacious, well ventilated room to discuss any issues and updates.