

# Salisbury Christian Care Homes (Inwood House) Limited

## Inwood House

### Inspection report

10 Bellamy Lane  
Salisbury  
Wiltshire  
SP1 2SP

Tel: 01722331980

Date of inspection visit:  
06 January 2022

Date of publication:  
25 January 2022

### Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

### About the service

Inwood House is a care home in Salisbury providing personal care for up to 20 people, some of whom live with dementia. People have their own rooms and access to communal areas such as dining rooms, lounges and a conservatory. The home had an enclosed garden accessed from the ground floor. At the time of the inspection there were 12 people living at the home.

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

This was a targeted inspection to follow up on a Warning Notice served following the last inspection. At the last inspection we found the provider had not assessed and mitigated risks and there were concerns about some aspects of infection prevention and control. At this inspection we found the required improvement had been carried out.

Staff were observed to be wearing the appropriate personal protective equipment (PPE). We observed PPE was available around the home and staff had been trained on how to use it safely. Systems had been put in place to make sure staff tested for COVID-19 as per the government guidance.

The provider had an up to date infection prevention and control policy which included working safely during COVID-19. The registered manager had signed up to receive updates from the government if any guidance changed.

We observed there was signage by the front door to guide visitors on what PPE to wear and informing them they needed to carry out a Lateral Flow Test (LFT) prior to entry. Only visitors with a negative LFT were permitted entry.

The home was clean and there were cleaning schedules in place for staff to follow. This made sure all areas of the home were being cleaned regularly. The local authority environmental health team had visited the home on 16 November 2021 and rated the kitchen a '5'. This meant they had very good standards of hygiene.

Risks to people's safety had been assessed and where needed a behaviour support plan was in place to give staff guidance. Where people needed additional monitoring to help mitigate risks the provider had devised new forms to record the monitoring effectively. Staff told us they shared health monitoring information with healthcare professionals to review.

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 and update

The last rating for this service was requires improvement (published 6 December 2021). The provider completed an action plan after the last inspection to show what they would do and by when to improve.

### Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 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.

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 work alongside the provider and local authority to monitor progress. We will 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**

# Inwood House

## 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 Care Act 2014.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 (Safe care and treatment) 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

This inspection was carried out by one inspector.

#### Service and service type

Inwood 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

This inspection was unannounced.

#### 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 who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with two people who used the service about their experience of the care provided. We spoke with three members of staff and the registered manager.

We reviewed care and support records for five people, quality monitoring records, cleaning schedules and training information.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at policies and procedures and systems in place for working safely during COVID-19.

# 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 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 question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

At our last inspection the provider had failed to identify and assess risks relating to the health safety and welfare of people and assess and prevent the risk of infection. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12

- At the last inspection we found the provider had not consistently managed risks. At this inspection the provider had taken action to ensure staff were aware of risks and had risk management plans in place.
- One person who had been at risk of experiencing distress had a positive behaviour support plan in place to give staff guidance. There were strategies recorded for staff to follow should the person become distressed and pose a risk of harm to themselves or other people.
- At our last inspection people who required food and fluid monitoring did not have consistent and accurate records in place to help mitigate any risks. At this inspection we observed the provider had reviewed forms in place and devised new forms to better record food and fluid intake.
- People had target fluids recorded and staff had recorded all fluids given and offered. People who were not taking in the required amount of fluid had been referred to their GP for review.

### Preventing and controlling infection

- At our last inspection we observed staff were not wearing appropriate PPE. At this inspection we were assured that the provider was using PPE effectively and safely. Staff were observed to be wearing appropriate PPE and had plenty of stock available.
- At our last inspection we were not able to see an up to date infection prevention and control policy for working during COVID-19. The registered manager was not sure about up to date guidance. At this inspection we were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The provider had updated their policies and procedures and the registered manager had made themselves aware of up to date safe systems of working.
- At our last inspection the provider did not have systems in place to make sure staff were testing following the government guidance. At this inspection staff were being tested as per the up to date guidance and the provider had systems in place to make sure all tests were registered. We were assured that the provider was

accessing testing for people using the service and staff.

- 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 promoting safety through the layout and hygiene practices of the premises.
- 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.