

Carlton Hall (Lowestoft) Limited

Carlton Hall Residential Home

Inspection report

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Date of inspection visit:
09 November 2020
11 November 2020
18 November 2020

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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

Carlton Hall Residential Home is a care home accommodating up to 86 older people in one adapted building. There were three units in the service, one in the main part of the building, another two were newer extensions called The Granary and The Bakehouse, and a unit, The Courtyard, specifically for people living with dementia. The service is also registered to provide personal care in a domiciliary care agency to people living in their own homes in the purpose-built bungalows on site. We also inspected the domiciliary care service.

During this inspection, there were 78 people living in the residential home and there were 9 people using the domiciliary care service provided to private bungalows in the grounds.

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

People were supported by sufficient numbers of staff that had been recruited safely and had checks undertaken to ensure they were suitable for their role.

Staff were following good infection prevention and control practices which helped to minimise risks to people.

Staff had received infection control training and competency checks were undertaken to ensure staff compliance with the provider's infection control policy and current guidance.

On arrival at the home, visitors had their temperatures taken, were observed washing their hands and were provided with PPE to ensure visits were safe.

Staff assisted people to keep in touch with friends and family. The provider had set aside three rooms which visitors could access without going through the building and had installed floor to ceiling screens, comfortable seating and a telephone. This meant people would be able to see their visitors in comfort in the colder weather.

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 31 December 2018).

Why we inspected

This targeted inspection was prompted in part due to concerns received about staffing levels at the home. 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.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Carlton Hall Residential Home on our website at 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 we had specific concerns about.

Inspected but not rated

Carlton Hall Residential Home

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. This was a targeted inspection to check on a specific concern we had about staffing levels at the home.

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 two inspectors and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Carlton Hall Residential 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 is also registered to provide personal care in a domiciliary care agency to people living in their own homes in the purpose-built bungalows on site. We also inspected the domiciliary care service.

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 a very short notice period of 30 minutes prior to the inspection. This was to ensure the safety of all

involved and to assess any risks in respect of COVID-19.

What we did before the inspection

We reviewed information we had received. We sought feedback from the local authority 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

During the inspection two inspectors spent time at the home. Due to the COVID-19 pandemic we tried to keep our time on site to a minimum to reduce risks to people and staff. We therefore spent time communicating with the registered manager on site as well as off site. This inspection activity took place between the 9 November and 18 November 2020. A virtual meeting to provide feedback from the inspection took place with the registered manager on 19 November 2020.

During the inspection we spoke with the registered manager and some members of the office team. We reviewed records relating to staff recruitment. As part of this inspection we looked at the infection control and prevention measures in place.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We also held telephone interviews with three people who live at the residential home and four people who receive their support via the domiciliary care service on site. Our contact details were shared with all members of staff to seek their feedback and we also requested the registered manager share our contact details with relatives in order that they feedback their experiences of the service should they choose to however, no one got in touch to do so.

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.

Staffing and recruitment

- Prior to this inspection we received some information of concern that there were, at times, insufficient staff to consistently meet people's needs in a timely manner. We spoke with the registered manager who explained there had been some staff vacancies however, they had actively recruited and now had the necessary staffing levels in place.
- People told us they were supported by enough staff to keep them safe and that they did not have to wait long for staff support when they needed it. One person said, "There are plenty of staff here. We all have call buttons and any time we press our button staff appear all around." Another person commented, "There is no difference in staffing at weekends and evenings. One carer is spending extra time with me to help me learn to use an [electronic device]." A third person told us, "Staff give us time, they are so nice to us. I always get my coffee the way I want it. It is absolutely lovely here, they always have time for us. My medication is always on time."
- During our visit we saw staff were visible around the home and were interacting with people and spending social time together as well as delivering care.
- People continued to be supported by staff who had been recruited safely. Pre-employment checks included obtaining references and checks with the Disclosure and Barring Service (DBS). The DBS helps employers make safer recruitment decisions and help prevent unsuitable people from working in care services.

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.