

HC-One Limited

Orchard Mews

Inspection report

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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

Orchard Mews is a residential care home providing personal and nursing care to 26 people at the time of inspection, some of whom were living with a dementia. The service can support up to 38 people in one large adapted building.

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

Medicines were managed safely at the service. People were involved in planning their care with regards to medicines. Choices were provided to people around how they took their medicines and people had their capacity assessed as part of this. Care plans were personalised and reflected each individual's personal needs and choices.

Staff received training and had their competency to administer medicines checked prior to providing support to people with their medicines. Checks were in place to monitor the safety of medicine administration. The registered manager had oversight of all aspects of medicines and carried out regular audits and checks.

There was an effective infection prevention and control policy in place and staff followed this to keep people safe. This had been reviewed and updated to reflect the current pandemic relating to COVID-19 and extra steps were in place to minimise the risk to people living at the home.

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 22 August 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about medicines management and due to an outbreak of COVID-19 at the service. The overall rating for the service has not changed following this targeted inspection and remains good.

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.

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

Orchard Mews

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about medicines management and due to an outbreak of COVID-19 at the service.

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.

Service and service type

Orchard Mews 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

We gave the service short notice of the inspection. This was due to the COVID-19 pandemic and we wanted to make sure the registered manager of the service could support the inspection.

What we did before the inspection

We reviewed the information we held about the service including information submitted to CQC by the provider about serious injuries or events. 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 sought feedback from the local authority contracts monitoring and safeguarding adults' teams and reviewed the information they provided. We contacted the NHS Clinical Commissioning Group (CCG), who commission services from the provider, and the local Healthwatch for their feedback. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We reviewed documentation and reviewed the arrangements for infection prevention and control. We spoke with four members of staff including the registered manager, nurse, care staff and domestic staff.

After the inspection

We reviewed four people's medicine records, three agency staff profiles and the registrations of five nursing staff members. We looked at a range of records. These included staff competency assessments, policies and procedures and information relating to the governance of the service.

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 medicines management and to check on infection prevention and control following an outbreak of COVID-19 at the service. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- There were systems in place to ensure people were protected from the risk of infection and specific guidance for use in relation to COVID-19.
- 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.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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 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.

Using medicines safely

- Medicines were managed safely. Staff responsible for administering medicines were trained and had their competencies to administer medicine assessed regularly.
- Medicine care plans were person centred and reflected the person's individual choices and needs.
- Risks associated with medicines were clearly identified and assessed. Records were accurate and reviewed regularly.
- Medicines were effectively managed by the registered manager to monitor the safety and quality of the care provided to people.