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The Coach House Care Home

Inspection report

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25 September 2020
28 September 2020
29 September 2020
01 October 2020

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20 October 2020

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 Coach House provides personal care for a maximum of 21 older people, some of whom are living with dementia. At the time of our inspection there were 20 people living at the service.

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

Improvements had been made to medicines management; with clear records showing people received their medicines and topical creams as prescribed. There was a clear commitment from the management team to ensure effective and safe management of medicines.

There was a positive atmosphere in the service and staff worked well as a team. The service was clean and free from odours. Staff were wearing face masks and following COVID-19 government guidance to minimise risks to people. The management team ensured staff were trained and supported in effective management and control of infection. Communication with people and their families had been seen as a key priority during the pandemic.

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) The last rating for this service was requires improvement (published 26 July 2019) and there was one breach of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulation.

Why we inspected

This targeted inspection was carried out to follow up on action we told the provider to take at the last inspection. 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 breaches of regulation 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 The Coach House on our website at www.cqc.org.uk.

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.

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 Coach House Care 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 breach of regulation 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

The inspection was carried out by one inspector.

Service and service type

The Coach 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.

Notice of inspection

We gave 24 hours' notice of the inspection. Due to the COVID-19 pandemic we wanted to review documentation remotely and also make arrangements to speak with people, relatives and staff by telephone after our site visit. This helped minimise the time we spent in face to face contact with the registered manager, staff and people who used the service.

Inspection activity started on 25 September 2020 and ended on 1 October 2020 We visited the service on 25 September 2020.

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, local safeguarding team and Healthwatch. 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.

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 face to face with two people who used the service about their experience of the care provided. We spoke by telephone with two other people who used the service and one relative. We spoke face to face with the registered manager, deputy manager, one member of staff and by telephone with three members of staff. We spent time observing the environment and care and support people received. We reviewed four people's medicines records.

After the inspection

We reviewed a range of records. We reviewed most of the documentation remotely by asking the registered manager to send us key information after our site visit. We looked at a variety of records relating to the management of the service, including audits, policies, procedures and training information.

We continued to seek clarification by telephone from the registered manager to validate evidence found.

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 requirement notice we previously issued. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

At the last inspection, medicine management was not always safe. This was a breach of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection improvements had been made and the service was no longer in breach of regulation.

- Medicines were stored safely and at the right temperature.
- Records showed people received their medicines and topical medicines such as creams in the right way. People who used the service told us they had no concerns about how their medicines were managed. One person said, "Regular as clockwork I receive the medicines I need." Another person said, "I have every confidence in their systems, it is all so well run where tablets and such is concerned. Pain killers when you need them; no problems."
- Medicines that are controlled drugs were managed and accounted for appropriately.
- As and when required medicines (PRN) were managed safely and accurate records made of their use.
- The service had comprehensive and effective policies and procedures for managing medicines. Regular audits and checks were in place to ensure these procedures were followed. Any actions identified were addressed to drive continuous improvements in this area.
- Staff administering medicines had received training and had their competency assessed. They said this made them feel confident with medicines support for people.

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.

