

Christchurch Housing Society

Avondene Care Home

Inspection report

171 Stanpit
Christchurch
Dorset
BH23 3LY

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14 April 2021

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30 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Avondene Care Home is registered to accommodate up to 11 people. At the time of our inspection there were nine older people living in one adapted building in a residential area of Mundeford, Christchurch.

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

Improvements have been made to the governance systems since our last inspection. Quality audits were completed and analysed to identify patterns and learning was taken from these. Audits included infection prevention and control, accidents and medicines.

Staff were positive about the changes within the home and told us they had confidence in the registered manager. The registered manager told us they worked well together as a team and were supported by the provider.

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 9 January 2021) and there were multiple breaches of regulation. Following the inspection, we told the provider when they must be compliant and meet the regulations. At this inspection we found improvements had been made and the provider was no longer in breach of regulation.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 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.

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 well-led?

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

Avondene 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 Warning Notice in relation to Regulation 17 Good Governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Avondene Care 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 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 an update from the local authority service improvement and safeguarding teams. 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 with four members of staff including the registered manager, senior care assistant, care assistant and the cook. We made general observations throughout the inspection and received general feedback

from two people.

We reviewed a range of records, this included quality assurance audits. We looked at records relating to the management of the service, including policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We requested further information from the manager and provider, and this was supplied to us promptly.

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 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 have 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.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

At our last inspection the provider had failed to ensure governance systems were operating effectively to ensure risks were managed, people were protected from harm and the service continually improved. This was a breach of regulation 17 (Good Governance) 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 17.

- Improvements to quality assurance systems meant they were operating effectively. A variety of audits were completed, for example infection prevention and control, health, safety and medicines.
- Actions had been identified from audits and the person responsible had carried out the action to completion, this had been monitored by the registered manager. This included analysis of accidents and incidents to identify trends and patterns.
- The registered manager told us they were supported in their role by a senior member of staff who was carrying out additional administrative tasks. They told us they now felt in control of the home and things were much more organised.
- Staff told us they had confidence in the registered manager. One member of staff said of the improvements, "Now it couldn't be any better, it's brilliant".
- The provider had a system in place for supporting and monitoring the home. This included regular visits to the home and by video and telephone call. The registered manager told us they were supported by the provider and structure had been improved within the home.