

Horizon Care (Greenacres) Limited

Greenacres Grange

Inspection report

Greenacres Park
Wingfield Avenue
Worksop
S81 0TA

Tel: 01909530051
Website: www.horizoncare.org

Date of inspection visit:
09 February 2021

Date of publication:
13 May 2021

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

Greenacres Grange is a care home which provides personal and nursing care for up to 80 people. At the time of the inspection, the care home had 32 people living there.

Greenacres Grange is a purpose-built care home which accommodates people across four wings, each of which has separate facilities. One of the wings specialises in providing care to people living with dementia.

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

The sluice rooms and the laundry room were not always clean and hygienic; and the management co-ordination of essential cleaning of communal areas was not always effective.

Not all staff had been offered the COVID-19 vaccine and some were not aware how to obtain it. Some staff had not always received regular twice weekly COVID-19 tests. The provider was in the process of introducing a system to monitor staff COVID-19 testing and vaccination, but it was not fully operational at the time of the inspection.

People received support from staff who wore correct personal protective equipment (PPE), but not all staff knew how to store their reusable PPE safely. Arrangements to indicate to staff which bedrooms were being used by people who were COVID-19 positive were not consistently applied.

People received regular COVID-19 tests and all residents had been offered the vaccine. Almost all the residents had accepted the vaccine and, when a person had decided they did not want to have the vaccine, the provider had respected that decision.

People were supported to maintain contact with relatives through phone calls and social media and, when people were on end of life care, the provider enabled relatives to visit their loved ones.

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 Inadequate (published 7 April 2021) and there were multiple breaches of regulation. We issued the provider with Warning Notices in relation to Regulations 12, and 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because of concerns we had about Safe care and treatment and Staffing.

Why we inspected

The inspection was prompted due to concerns received about infection prevention and control. A decision was made for us to inspect and examine those risks.

We have found evidence that the provider needs to make improvements. Please see the Safe section of this

full report.

You can see what action we have asked the provider to take at the end of this full report. The manager told us they will take action to mitigate the health infection risks which were identified during this, and the previous, inspection.

We undertook this targeted inspection to check on specific concerns we had about infection prevention and control. The overall rating for the service has not changed following this targeted inspection and remains Inadequate.

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.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified a continuing breach in relation to infection prevention and control at this inspection. We have told the provider that they need to make improvements to infection prevention and control arrangements at the care home.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. 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.

Special Measures

The service was rated 'Inadequate' at the last inspection, which took place on 19 and 27 November 2020, and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe, and there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions of registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it, and it is no longer rated as inadequate for any of the five key questions, it will no longer be in special measures.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

At our last inspection we rated this key question Inadequate.
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.

Greenacres Grange

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about infection prevention and control practices at the care 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

The inspection was carried out by one inspector.

Service and service type

Greenacres Grange 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. The registered manager was on long term absence from the care home at the time of the inspection, and the provider had arranged for an interim manager to support the service.

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 in November 2020. This included notifications of concerns we had received from whistle-blowers from the service. We also sought feedback from the local authority and NHS professionals who work with the service. We used all of this information to plan our inspection.

During the inspection

We spoke with two people who used the service, as well as 13 staff members including, healthcare assistants, nurse assistant, registered nurse, quality compliance manager, interim manager and support manager. We toured the building to check the hygiene and infection control arrangements in place in the care home. We reviewed cleaning records for one of the wings within the care home.

After the inspection

We looked at the provider's infection prevention and control policy and business continuity policy.

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 Inadequate. 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 infection prevention and control.

At our last inspection the provider had failed to ensure that safe care and treatment was adequately assessed and that they were doing all that was reasonably practicable to mitigate any risks to people using the service. This was a breach of regulation 12(2)(h) (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We had issued the provider with a Warning Notice in respect of this regulation.

Not enough improvement had been made at this inspection and the provider was still in breach of regulation 12

Preventing and controlling infection

- Sluice rooms and laundry room were not always clean or hygienic. For example, during the inspection we found they were not clean, and some items were not safely stored in them. This increased the potential for health infections spreading. The manager told us they would take action to make necessary improvements.
- Contaminated clinical waste was not always disposed of safely. For example, the external clinical waste bin was over full, and the lid could not be securely closed. This had also been noted on the previous inspection, in November 2020. The care home had a significant COVID-19 outbreak at the time of this inspection. However, the provider did not always follow Government guidance on safe handling and storage of clinical waste.
- Important cleaning processes were not always well co-ordinated. The provider had COVID-19 prevention procedures in place which included that high risk/frequently touched areas would be cleaned every hour. However, we found no cleaning of those high-risk areas had taken place on one of the units throughout the day of the inspection, due to the housekeeping team being short staffed. The manager was not aware of that until it was brought to their attention by the inspector.
- Staff did not always know how to store their personal protective equipment (PPE) safely. A staff member told us they had not been told where to safely store their reusable face shields after they had cleaned them. This increased the risk that clean PPE could be contaminated before use.
- The provider had introduced discreet signs to put on the bedroom doors of people who were COVID-19 positive, to alert staff about the increased risk of infection. However, this was not consistently used and some people, who were COVID-19 positive, did not have the discreet sign on their door. This inconsistency increased the potential for staff to enter a person's room without realising the person had a positive COVID-19 diagnosis. This increased the risk of the spread of infection.
- The provider had not effectively limited the movement of care staff, from other care homes, into

Greenacres Grange until after the care home experienced a COVID-19 outbreak. Agency staff told us they had regularly worked in different care homes during the COVID-19 pandemic. They told us they had only recently been restricted to working at Greenacres after a COVID-19 outbreak had been identified in the care home.

- The provider had not implemented zoning. Guidance on zoning, as a method of limiting the spread of COVID-19 infections in a care home, had previously been shared with the provider, by the local NHS Clinical Commissioning Group (CCG), and by the inspector following the previous inspection visit in November 2020.
- We have also signposted the provider to resources to develop their approach.

We found systems were either not in place or robust enough to demonstrate safety was effectively managed. This placed people at risk of harm. This was a continued breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- Not all staff had been offered the COVID-19 vaccine. Some staff told us they did not know how to get the vaccine. The support manager told us it had been difficult to find out where staff should go to be vaccinated. After the inspection, we contacted the local CCG and arranged for the information on local vaccine arrangements to be re-sent to the manager.
- Comprehensive staff records, of COVID-19 testing and vaccinations offered, were not readily available to the manager. The support manager was in the process of creating a record system to show which staff, including regularly used agency care staff, had missed COVID-19 tests and which staff had not yet been offered the vaccine.
- The provider had procedures in place to prevent visitors catching and spreading infections. Visitors were limited due to the COVID-19 outbreak at the care home at that time.
- PPE was readily available for staff to use and, on the day of the inspection, was observed to be of appropriate quality. Although the provider always obtained PPE from approved sources, some staff told us a recently arrived batch of PPE was of a better quality than a previous batch they had received.
- The provider had arrangements in place for people, who were receiving end of life care, to be visited by their relatives. This helped people to connect with their loved ones at that important time in their lives.
- The manager told us arrangements were in place to ensure people's relatives received telephone or video call and social media updates about their loved one during the COVID-19 outbreak at the care home.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment
Treatment of disease, disorder or injury	The provider failed to ensure that robust systems were in place to ensure infection prevention and control was effectively managed. This placed people at risk of harm. This was a continued breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.