

Premiere Health Limited

Cann House Care Home

Inspection report

Cann House
Tamerton Foliot Road
Plymouth
Devon
PL5 4LE

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03 August 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

Cann House Care Home is a residential care home providing personal and nursing care. The service is registered to support a maximum of 62 people. There were 44 people living at the service at the time of the inspection.

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

When we inspected the service on the 11 July 2020, we found people were not fully protected from the risks of infection. At this inspection we found improvements had been made. Senior staff had undertaken updated infection control training and all staff had either completed or were due to complete this training.

Staff had access to government guidance and the home's policies and procedures relating to infection control and the use of personal protective equipment (PPE). Staff were following this guidance and had the equipment and information they needed.

Hand-washing facilities were available, and staff understood the importance of hand-washing to reduce the risks of infection.

The provider and registered manager had reflected on the concerns raised at the previous inspection and had made changes to infection control practices with support and guidance from the specialist infection control team.

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 16 August 2018)

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met on a specific concern we had about infection control practices. The overall rating for the service has not changed following this targeted inspection and remains Good.

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

Cann House Care 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. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a specific concerns we had about infection control practices.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Cann 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.

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 the information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We had not requested the provider send us a provider information return. This is information providers are required to send us with key information about the service, what they do well, and improvements they plan to make. This information helps support our inspections.

During the inspection

We spoke with ten members of the staff team. This included, the registered manager, nurses, care staff, kitchen and housekeeping staff. We observed staff in the communal areas as they supported people and went about their designated tasks within the home.

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 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 inspection of the service.

At the inspection we undertook on the 11 July 2020 we found people were not fully protected from the risks of infection. We issued a Warning Notice telling the provider they must take action to address the concerns raised and to ensure people are safe. At this inspection we found the provider had met the requirements of the warning notice and was no longer in breach of regulation 12 Safe care and treatment.

Preventing and controlling infection

- Senior staff had undertaken updated infection control training, and this was in the process of being rolled out to the whole staff team.
- All staff we spoke with said they felt infection control practices had improved, and they had a better understanding of government guidelines in relation to COVID-19. A nurse said they felt all staff were following infection control practices consistently to keep people safe.
- Staff had been provided with current government guidance relating to infection control practices and the use of personal protective equipment (PPE) when supporting people. This information was posted clearly around the home for staff to refer to when needed.
- All staff were wearing PPE when they supported people and were able to tell us which PPE was needed for different tasks, such as administering medicines, handling food and drinks, and delivering other personal care tasks.
- Information was available around the home about how staff needed to put on and remove PPE safely. Staff we observed consistently followed these guidelines. Facilities were available for staff to dispose of PPE safely.
- Hand washing facilities and hand sanitizer were located around the home and we observed staff washing and cleansing their hands between tasks. Information was posted around the home to remind people and staff of the importance of hand-washing as part of infection control practices.
- The registered manager told us since the last inspection a local infection control specialist had visited the home and had provided advice for the home to further improve safety for people in relation to infection control. As a result of this visit the registered manager had made changes to staff roles, cleaning schedules, the environment, to further protect people from the risks of infection.