

Coate Water Care Company Limited

# Downs View Care Centre

## 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

Downs View Care Centre is a residential care home registered to provide accommodation and personal care to older people. At the time of the inspection 43 people were using the service. Downs View Care Centre can support up to 51 people.

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

People using the service felt safe. People looked relaxed, happy and comfortable with staff, and they interacted well with each other. Staff had received training to enable them to recognise signs and symptoms of abuse and they felt confident in how to report these types of concerns. Individual risk had been considered and planned into care.

There were sufficient staff on duty to meet people's needs. The service used some agency staff, in limited numbers, to cover any shifts. The agency staff worked only at Downs View Care Centre to prevent spread of the Covid 19 virus.

The home was clean and odour free. People were protected from the spread of infection. Staff had access to personal protective equipment (PPE) and had received training in how and when to use it effectively. Cleaning and infection control procedures had been updated in line with Public Health England (PHE) Covid-19 guidance to help protect people, visitors and staff from the risk of infection. Staff were required to wear uniforms once in the building and change out of their uniforms before leaving the premises to mitigate infection risks. There were systems in place to ensure lessons were learned and these were used to improve practice within the home.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was outstanding (published 19 March 2020).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had received about staff not wearing appropriate PPE, poor infection prevention control arrangements and lack of staff training. Other issues of concern we received included personal care not given in a timely manner, allegations of regular abuse and allegations of falsified monitoring charts. The overall rating for the service has not changed following this targeted inspection and remains outstanding.

The 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.

We found no evidence during this inspection that people were at risk of harm resulting from these concerns. 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?**

Inspected not rated.

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**

# Downs View Care Centre

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on specific concerns we had received about staff not wearing appropriate personal protective equipment (PPE), poor infection prevention control arrangements and lack of staff training. Other issues of concern we received included personal care not given in a timely manner, allegations of regular abuse and allegations of falsified monitoring charts. As part of this inspection, we examined 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 three inspectors.

#### Service and service type

Downs View Care Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the 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.

Before the inspection took place, three inspectors contacted all members of staff to obtain their opinion on the quality of care provided by the service. We obtained feedback from 22 members of staff before the inspection was conducted. We sought feedback from the local authority and related professionals.

#### During the inspection

We checked the premises to ensure that national guidance regarding infection prevention control was being followed. We looked at the communal areas and people's bedrooms to check if the arrangements to dispose of PPE were appropriate. We observed people walking around the home to ensure that social distancing rules were being followed. We spoke with one member of staff and one person to obtain their opinion on the quality of the care provided.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and one person's care records.

# 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 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 received about staff not wearing appropriate PPE, poor infection prevention control arrangements and lack of staff training. Other issues of concern we received included personal care not given in a timely manner, allegations of regular abuse and allegations of falsified monitoring charts. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Before the inspection took place, we were informed that some incidents might have taken place at the service. During our inspection we determined that people were safe and all incidents were appropriately investigated. Although all incidents were internally investigated, appropriate notifications were not always sent to inform us about incidents of alleged abuse.
- People were protected by staff who had an awareness and understanding of the signs of possible abuse. Staff felt any concerns they reported would be taken seriously. Staff were confident in the management of the home that they would act if needed to protect someone from harm.
- The person we spoke to told us they felt safe. The person told us, "I feel safe here. I'm looked after really well."

Assessing risk, safety monitoring and management

- Risk assessments were in place for all aspects of people's care and support. Risk assessments were regularly reviewed to check for accuracy, and changes were made where necessary.
- People had individualised emergency evacuation plans to guide staff on how to evacuate people when necessary.
- Staff carried out regular health and safety checks of the premises to identify and minimise hazards that could put people at risk of harm. The provider employed staff to carry out maintenance work.

Staffing and recruitment

- The service used agency staff to cover shifts. However, they were regular agency staff as set out in the recent government guidance during the Covid-19 Pandemic.
- The provider operated a safe recruitment procedure which helped to ensure only staff who were suitable to work with vulnerable people were employed.
- The person we spoke to told us there were enough staff to meet their needs. The person told us, "I do not need to wait for staff, there are enough of them."

Preventing and controlling infection

Before our inspection we received information about staff not adhering to national guidance in terms of

wearing personal protective equipment (PPE). Other concerns reported to us included lack of PPE and non-working sanitizers in the building. We checked on those concerns during our inspection. We found that there were appropriate stocks of PPE and staff were using them correctly. Contactless sanitizers were newly installed and working in all areas of the building.

- 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.

#### Learning lessons when things go wrong

- Before our inspection took place the service had been visited by an infection prevention control public health lead. They recommended that the service should use clinical waste bags instead of ordinary bags. At the time of our inspection recommended changes had been implemented and clinical waste bags were being used in communal areas and people's bedrooms.