

Margaret Anne Gallagher

Holmwood Rest Home

Inspection report

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Ferndown
Dorset
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Tel: 01202593662

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08 March 2023

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17 March 2023

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service effective?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Holmwood Rest Home is a residential care home registered to provide care and support to up to 16 people. The building had been adapted and care was provided over 2 floors with stairs and a stair lift as access. There were 10 people living at the home at the time of inspection.

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

Improvements had been made to the assessment of risk, medicines management and the protection of people's rights.

Risks to people's wellbeing and safety were assessed and clear instructions were in place for staff to work in safe ways. Environmental safety had improved, all utilities servicing and equipment checks had been carried out and organised.

People received their medicines as prescribed and medicines were stored safely. Infection prevention and control procedures were in place and working well.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. People's rights were respected, and the home was working in accordance with the principles of the Mental Capacity Act 2005. Consent was sought and staff had a better understanding of their responsibilities following extensive training.

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 11 January 2023). At this inspection we found improvements had been made and the provider was no longer in breach of Regulation 11 and Regulation 12.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 11 and Regulation 12 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.

We use targeted inspections to follow up on Warning Notices or to check 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 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 COVID-19 and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service effective?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Holmwood Rest 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 Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 11 (Need for Consent) and 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 1 inspector.

Service and service type

Holmwood Rest Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under 1 contractual agreement dependent on their registration with us. Holmwood Rest Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations. The home manager had submitted an application to CQC for registered manager with an intention of taking over responsibility for the management of the home.

At the time of our inspection there was a registered manager in post.

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 feedback from the local authority service improvement and safeguarding teams. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 2 people who used the service about their experience of the care provided. We spoke with 3 members of staff including the registered manager, home manager and care workers. We made general observations of interactions between people and staff.

We reviewed a range of records. This included 10 people's risk assessments and care records and 2 medication records.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

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 the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

At our last inspection the provider had failed to robustly assess the risks relating to the health, safety and welfare of people. This was a breach of Regulation 12 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 12.

- Risks to people's wellbeing and safety were identified, assessed and steps put in place to reduce the risk of harm.
- Risk assessments were clear to understand, and staff knew people's risk well. Regular reviews had taken place including updates as things changed. People had personal emergency evacuation plans in place to support safe exit from the home if needed.
- Environmental risks had been assessed including utilities such as gas safety and electrical safety.
- Equipment safety checks had been carried out and staff had received training on their use.

Using medicines safely

At our last inspection the provider had failed to ensure the safe management of medicines. This placed people at risk of harm. This was a breach of regulation 12 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 12.

- Medicines were stored in the correct place and safely at the correct temperatures. Staff undertook temperature checks and records confirmed they were in safe range.
- Medicines that required stricter controls by law were stored correctly in a separate cupboard and a stock record book was completed accurately.
- Safety with medicines had improved and staff had additional training. A recent change to pharmacy

arrangements had improved the availability of medicines and a new system supported safe administration.

- Medicines administration records were in place and legible.

Preventing and controlling infection

- Improvements had been made and we were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.
- Visits to the home were conducted in line with the latest government guidance.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the effective key question at this inspection.

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 the whole key question at the next comprehensive inspection of the service.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

We checked whether the service was working within the principles of the MCA.

At our last inspection systems were either not in place or robust enough to ensure the service was working in accordance with the Mental Capacity Act 2005. This placed people at risk of harm. This was a breach of regulation 11 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 11.

- The home had made improvements and people's rights were respected. Staff had received training in MCA and knew to first assume a person had capacity and to complete the necessary assessment if this was in doubt.
- Capacity assessments were specific to the decision that needed to be made. For example, where a person lived at the home or had support with their medicines. Details of how people were encouraged and supported to make decisions were recorded.
- Best interests' decisions had been recorded and had the involvement of peoples loved ones, professionals and staff.