

Tregolls Manor Homes Limited

Tregolls Manor

Inspection report

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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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Summary of findings

Overall summary

About the service

Tregolls Manor is registered to provide accommodation with personal and nursing care for up to 25 people. There were 17 predominantly older people using the service at the time of our inspection.

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

People were relaxed and comfortable with staff and interacted well with each other. Staff were caring and spent time talking with people as they moved around the service.

People told us they felt safe at the service, there was sufficient staff on duty and that they were well cared for. Comments included "It's like a family here" and "We are very lucky".

Concerns had been raised with us regarding infection prevention control procedures and we were assured that the provider was adhering to the national guidance. However, we identified that care and domestic staff were wearing the correct PPE at all times, but office staff and visitors were not. The manager took action immediately to ensure this was done.

The building was clean, and there were appropriate procedures to ensure any infection control risks were minimised. 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.

There were sufficient staff on duty to meet people's needs. The service used regular agency staff, to cover any shifts.

People received their medicines safely and on time. Clear procedures were in place and staff received medicines training. We found the majority of medicines tallied, however there were two occasions where medicines had been carried over from previous stock and this made the medication tally incorrect. We have made a recommendation about the management of some medicines.

Risks for people were not always identified, and staff had some guidance in place to help them support people to reduce the risk of avoidable harm. Emergency plans in how to evacuate the building were not person centred. We have made recommendations about risk management.

The service had suitable safeguarding systems in place, and staff knew how to recognise and what to do if they suspected abuse was occurring.

Staff and people told us they felt able to approach the management team with any concerns and felt they would be listened to.

Rating at last inspection

The last rating for this service was Good (published 12 December 2019).

Why we inspected

We undertook this targeted inspection to check on specific concerns we had about the service. We received concerns in relation to staffing levels and the impact this had on the quality of care and support that was being provided. We also received some concerns about medicines and how issues were responded to by the management team. The overall rating for the service has not changed following this targeted inspection and remains as 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.

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

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Waters Park on our website at www.cqc.org.uk.

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 as 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

Tregolls Manor

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.

As part of this inspection we looked at the infection prevention and control 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 team consisted of two inspectors.

Service and service type

Tregolls Manor 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.

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. 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 to one person who used the service and spoke to seven staff, the registered manager, and Head of

Care. We observed staff providing care and support to people during our visit from a socially distanced position.

We reviewed a range of records. This included four people's care records and a sample of medicine records. A variety of records relating to the management of the service which included audits.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at policies and procedures in relation to infection control practices.

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 specific concerns we had about staffing levels and infection control procedures. We also looked at whether risk assessments and care plans had been updated and medicine management. Other issues of concern included, how issues were responded to by the management team. We will assess all the key questions at the next comprehensive inspection of the service.

Preventing and controlling infection

- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. A visitor was present at the service during the inspection and was not wearing appropriate PPE. We discussed this with provider, and this was resolved immediately. We have also signposted the provider to resources to develop their approach.
- We were somewhat assured that the provider was using PPE effectively and safely. Care, domestic and catering staff were wearing correct PPE consistently. However, office staff were not consistently wearing masks this was discussed with the provider and rectified immediately. We have also signposted the provider to resources to develop their approach.
- 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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.

Using medicines safely

- We reviewed Medication Administration Records (MAR) and compared them to the actual medicines in stock. We found the majority of medicines tallied, however there were two occasions where medicines had been carried over from previous stock and this made the medication tally incorrect. We recommend that the service consider current guidance on recording of medicines and take action to update their practice accordingly.
- People told us their medicines were administered on time
- People were given their medicines safely by trained staff. Staff recorded when medicines were administered to people on MAR.
- There were suitable arrangements for ordering, receiving, storing and disposal of medicines, including

medicines requiring extra security.

- Staff received training in medicines management to ensure ongoing safe practice.
- The environment was well maintained. Equipment and utilities were regularly checked to ensure they were safe to use.

Assessing risk, safety monitoring and management

- Risks were not always identified, and staff had some guidance in place to help them support people to reduce the risk of avoidable harm. Some risks had not been transferred to the persons care plan. We recommend that the service take advice and guidance from a reputable source on ensuring that all specific risks identified have robust direction and guidance provided for staff which is regularly reviewed.
- Emergency plans were in place regarding how to evacuate the building in an emergency. These need to be more person centred so that it is clear as to how each person would need to be supported to evacuate the service. We recommend that the service take advice and guidance from a reputable source on ensuring that clear direction and information is available for staff so that people's needs are understood to enable them to evacuate from the service in an emergency.
- People told us they were aware of the pandemic and the restrictions that have been placed on the service. They understood the importance of following the national and local guidance and commented that "They [the service] has kept us all safe".

Staffing

- People told us there were enough staff on duty and that staff responded to their calls for assistance promptly. A person said, "If you ring the bell they come as quickly as they can."
- Staff told us there were enough staff on duty to meet people's current needs and keep them safe.
- As there were staff vacancies 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 management team were visible in the service and took an active role when needed in providing personal care to ensure people's needs were met. This was not always recorded on the staffing rota to evidence that staffing levels were satisfactory. The registered manager agreed to record this.
- Staff confirmed they were provided with opportunities to discuss their individual work and development needs. Staff told us there were able to raise issues with the management team and felt they would be listened too.

Systems and processes to safeguard people from the risk of abuse

- People told us they were happy living at the service and felt safe.
- The provider had safeguarding systems and complaints procedures in place.
- 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 motivated and fully focused on ensuring people's needs were met.