

Southborough Care Home Limited

Southborough Care Home

Inspection report

9-11 Southborough Road
Chelmsford
Essex
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Tel: 01245357748

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23 June 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

Southborough Care Home is a care home providing accommodation for up to 12 older people, including people living with dementia. At the time of the inspection there were 11 people living at the home.

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

We received information raising concerns about staffing and how people using the service were being kept safe. We wrote to the provider and asked for information around their systems and processes. This included policies, staffing rota's, assessment of needs, the preferred times people wanted to get up and the current policy and procedure for managing people's safety (safeguards).

We inspected the home from 06.00am to see how care was being provided against the information the provider had shared with us.

We received concerns that some staffing practice was institutional. We did not find any evidence to support this although staffing levels needed to be reviewed to ensure that people's individual needs were met once they had got up and were within the communal areas. We made a recommendation regarding staffing.

We received concerns that safeguarding processes were not effective. We found evidence during this inspection that people were at potential risk of harm due to the poor management of safeguarding concerns. We identified a breach of Regulation 13 regarding safeguarding service users from abuse and improper treatment.

We also received concerns that staff were not following infection control guidance. During the inspection people were protected from the risk of acquiring infections and the service was clean. Personal protective equipment was available to staff and all staff were following the latest infection prevention guidance.

We received positive feedback from the staff team about the management of the service. However, systems and processes needed to be reviewed to ensure that the registered manager could demonstrate that people's individual needs were being met with the staffing levels provided and the care they received. The registered manager was working closely with the local safeguarding team to reflect on the current practice within the home to ensure that lessons were learned and to make improvements where needed.

Rating at last inspection

The last rating for this service was Good (published 13 December 2018)

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns received about staffing levels, safeguarding concerns and infection control risks. A decision was made for us to inspect and examine those risks.

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.

Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Southborough Care Home 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?

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 Southborough Care Home. We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

Southborough Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about staffing and infection control. We will assess all of the key questions at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by two inspectors.

Service and service type

Southborough Care Home 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 inspection

We reviewed 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 used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection. We had requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

During the inspection

We spoke with 10 members of staff including the registered manager.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 Southborough Care Home. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- We received concerns that people were being supported to get up very early and without any choice. On the day of the inspection, people were supported to get up if they were awake and some people used their buzzer to request assistance from staff to get up. A staff member confirmed that the night staff tried to support everyone to be up ready for breakfast by 7am. There was no system in place to review if this was appropriate for each individual person. This practice requires regular review by the registered manager to ensure that people are supported to get up when they choose and that this does not become institutional routine practice.
- Breakfast was prepared between 7.30am and 8am after the arrival of the day staff. Two people had been up since the inspection team arrived at 6am and spent time mostly alone in the downstairs communal areas while the staff were upstairs. One person who got up at 6.40am said, "I would kill for a cup of tea." There were many options of cold drinks available for people to help themselves to, however, people were not offered a hot drink and did not receive a hot drink until 7.30am.
- One person waited an hour after they were supported to get up for their breakfast and for a drink.
- The two night staff members continued to work later than the end of their shift to support people to get up ready for breakfast. This demonstrated the number of staff was not enough at key times of the day.

While people were not unsafe, we recommend the registered manager seeks advice from a reputable source to ensure staffing levels are reviewed so that people's individual needs are met, and staff can carry out their role within their allocated shift times.

- We did not look at staff recruitment on this targeted inspection. However, on previous inspections no concerns had been identified in this area

Systems and processes to safeguard people from the risk of abuse

- We received concerns that safeguarding processes were not being followed to protect people. Where an allegation of poor care had been made, the staff member involved had been suspended from work, however returned to work before all external investigations were completed. This is not in line with national good practice. The registered manager stated that the staff member was working with a second staff member and not alone, however we saw occasions during the inspection when the staff member was unsupervised and providing care to people.
- There was no formal assessment in place to ensure that risks were identified and control measures in

place to protect the people being supported and the staff member being investigated during this time.

- We requested a copy of the service's safeguarding policy and procedure prior to the inspection, however this was not received.

We found no evidence that people had been harmed however, systems were either not in place or robust enough to demonstrate safeguarding concerns were effectively managed. This placed people at risk of harm. This was a breach of regulation 13 (Safeguarding service users from abuse and improper treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Preventing and controlling infection

- We received concerns that staff were not wearing personal protective clothing in line with current guidance or following best practice for reducing the risk of cross contamination in the laundry.
- The laundry room was very clean. There were separate baskets for soiled and clean laundry, however the bins for soiled laundry did not have lids on to prevent risk of cross infection. Fresh, clean and ironed laundry was hanging outside each person's room.
- Other areas in the service were clean and staff had access to hand washing facilities.
- Guidance for hand washing, personal protective equipment and infection control were displayed in the service. Staff had access to personal protective equipment and all staff were wearing this.

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 13 HSCA RA Regulations 2014 Safeguarding service users from abuse and improper treatment Effective systems and processes were not in place to manage safeguarding concerns and ensure that people were protected. 13 (2)