

J Care (UK) Limited

# Yarborough House Care Home

## 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

Yarborough House Care Home is a care home providing accommodation and personal care for up to 25 older people, some of whom may live with dementia. At the time of our inspection 20 people lived at the service.

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

Improvements had not been made and sustained since the last inspection in relation to safe care. Standards of cleanliness and hygiene around the service were poor as we found furniture, flooring, bedding and equipment was dirty. Damaged flooring, furniture and fittings meant these areas could not be cleaned effectively. Staff were not following infection control guidance consistently. Although the number of hours allocated to cleaning the home had increased, the senior staff were not monitoring the standards of cleaning adequately.

Aspects of COVID-19 guidance were now being followed in relation to staff wearing PPE, testing and temperature monitoring of visitors and staff.

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

### Rating at last inspection and update

The last rating for this service was requires improvement (published 23 September 2020). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection sustained improvement had not been made and the provider was still in breach of this regulation.

### Why we inspected

We undertook this targeted inspection to check the Requirement Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The inspection was also prompted in part due to concerns received about standards of hygiene and infection prevention and control practices at the service. 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.

You can read the report from our last focused inspection, by selecting the 'all reports' link for Yarborough House Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified a continued breach in relation to infection prevention and control. Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

### Follow up

We will work alongside the provider and local authority to monitor progress. We will 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 requires improvement. 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**

# Yarborough House Care Home

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection looking at infection control and prevention measures to check whether the provider had met the Requirement Notice in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The inspection was also prompted in part due to continued concerns received about poor standards of hygiene and cleanliness at the service.

#### Inspection team

The inspection was completed by an inspection manager and an inspector.

#### Service and service type

Yarborough House 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 announced from the car park of the service, on the first day of inspection.

#### What we did before the inspection

We reviewed information available to us about this service. This included details about incidents the provider must notify us about. We sought feedback from the local authority, local safeguarding team and community infection control team. The provider submitted an action plan following the focused inspection in August 2020 and we reviewed the improvement action they said they would make and the timescales for completion. We used all this information to plan our 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 with three people who lived at the service and with the nominated individual, the registered manager, the deputy manager, the maintenance person and a domestic worker.

We completed a tour of the environment and grounds. We looked at cleaning schedules, staff rotas and training records, maintenance records, the renewal programme, quality assurance audits and invoices for new bedding and equipment purchased.

Some of the documentation was reviewed at the service and some the nominated individual sent to us.

# 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 requires improvement. This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed. 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 requirement notice we previously served and to look into continued concerns we had about standards of hygiene and infection prevention and control measures. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- People were at risk of infection and ill health. Poor standards of hygiene had not been addressed and effective infection, prevention and control systems were not in place to protect vulnerable people.
- The provider had failed to address shortfalls highlighted to them by external parties in a timely way and had not followed their action plan to address these. The community infection control team had completed audits on the 7 August, 21 August and 22 September 2020 and rated the service inadequate at each visit.
- Standards of hygiene across the service remained poor. For example, we found bedding, flooring, furniture, and equipment was dirty.
- Furniture and flooring in many areas was worn, marked and damaged which impacted on the standards of hygiene as these items could not be cleaned effectively.
- Cleaning schedules and records did not include all cleaning duties and were completed inconsistently. The allocation of cleaning hours had increased; however, the standards of cleaning practices were poorly monitored.

Infection prevention and control systems were ineffective placing people at risk of infection and ill health. This was a continued breach of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- In relation to following COVID-19 guidance, we were more assured the provider was using PPE effectively and safely, accessing testing for people using the service and staff, completing cleaning of frequently touched surfaces and temperature monitoring of visitors and staff.

This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment  Infection prevention and control systems were ineffective placing people at risk of infection and ill health. This was a continued breach of Regulation 12 Safe Care and treatment 12(1) (2) (h)

### **The enforcement action we took:**

Issued a Warning Notice