

Vista

# The Kathleen Rutland Home

## Inspection report

117 Hinckley Road  
Leicester Forest East  
Leicester  
Leicestershire  
LE3 3PF

Tel: 01162394234  
Website: [www.vistablind.org.uk](http://www.vistablind.org.uk)

Date of inspection visit:  
21 January 2021

Date of publication:  
12 February 2021

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

Is the service well-led?	Inspected but not rated
--------------------------	-------------------------

# Summary of findings

## Overall summary

### About the service

The Kathleen Rutland Home is a care home registered for up to 44 people with a range of support needs, including sensory impairments. At the time of our inspection there were 29 people using the service, some of whom were in hospital.

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

Staff followed infection control and prevention procedures to protect people from the risk of infections and COVID-19 as far as possible. Staff wore the recommended personal protective equipment, in line with current guidance and requirements, when working in the service and providing care and support. The environment was clean and safe. People were supported to understand measures in place to keep them safe, such as isolating, through personalised approaches. Relatives were kept informed and involved and people were enabled to communicate with their relatives using a range of methods.

Effective systems were in place to check the quality and safety of the service. The registered manager had good oversight of the service and completed regular audits and walk arounds to monitor and improve the service. The leadership of the service promoted a positive culture that was person-centred and inclusive.

### Why we inspected

We undertook this targeted inspection to review the management and prevention of infections within the service.

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.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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 comprehensive inspection, by selecting the 'all reports' link for The Kathleen Rutland Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Rating at last inspection

The last rating for this service was Good (published 10 July 2019).

### 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?**

Further information is in the detailed findings below.

**Inspected but not rated**

### **Is the service well-led?**

Further information is in the detailed findings below.

**Inspected but not rated**

# The Kathleen Rutland 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 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

This inspection was undertaken by one inspector.

#### Service and service type

The Kathleen Rutland 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.

#### 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.

#### During the inspection

We spoke with 5 members of staff including the registered manager, care staff and administration officer. We were unable to gather people's views during the site visit as people were isolating. We spoke with three people's relatives by telephone who were involved in their family member's care and able to share views about the care and support provided.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found around infection control procedures and audits.

# 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 explore the specific concerns we had about infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

S5□How well are people protected by the prevention and control of infection?

- 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.

# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture. 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 explore areas around the leadership and governance of the service. We will assess all of the key question at the next comprehensive inspection of the service

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong.

- The feedback we received about the leadership and management of the service was positive. Relatives told us they had confidence in the manager and staff and felt involved and informed about their family members' care. One relative told us, "Staff always communicate any changes and consult with us thoroughly about end of life care. The manager is accessible and efficient; replies promptly to any queries or concerns."
- Staff spoke positively about the leadership and guidance they received and felt confident and supported in their roles and responsibilities. One staff member told us, "The manager is fantastic; spot on with everything and you can confide in [Name]. The manager is quick to pick up on anything that isn't right and support staff to learn and develop at their own pace. It is a really good home."
- Audits to monitor and improve the service were completed regularly. These included checks across a range of areas including medicines, observed staff competencies, care plans and infection prevention and control. This supported the registered manager to effectively monitor and improve the service to ensure people received good care.
- The registered manager had robust contingency planning, which was constantly being reviewed and updated to reflect current best practice and ensure people's needs were consistently met during the pandemic.
- The registered manager understood their responsibility to comply with the duty of candour and demonstrated an open and honest approach in communicating with people, relatives and stakeholders. Staff were aware of what action to take to report any concerning information or complaints.
- The registered manager was aware of their responsibilities under their registration and had notified the Care Quality Commission of any incidents affecting the service.