

Optima HCI Limited

Baylham Care Centre

Inspection report

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Baylham
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Tel: 01473830267

Date of inspection visit:
14 October 2020
22 October 2020

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29 October 2020

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

Baylham Care Centre is a care home with nursing. At the time of our inspection 47 people were being provided with care and support which included younger adults and older people, some of whom have complex health needs. The service can support up to 55 people.

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

Risk assessments were in place, providing guidance for staff in how to reduce risks and action they needed to take.

A system was in place to oversee any accidents or incidents that occurred in the service with the registered manager or deputy manager maintaining oversight and leading on any lessons learned.

Additional infection control measures had been taken in response to the COVID-19 pandemic, on occasion when staff were not wearing PPE in line with Government guidance, the registered manager took action to address this.

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 the service (under the previous provider) was Outstanding, published on 26 October 2017.

Why we inspected

This targeted inspection was prompted by a specific concern received about a person at the service after a fall from height. This incident is subject to a further separate investigation. The information CQC received about the incident indicated concerns about the security of internal doors in the prevention of falls from height and on the stairs. This inspection examined 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.

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.

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 but not rated

Inspected but not rated

Baylham Care Centre

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the management of risk in response to an incident that occurred in the service.

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

This inspection was carried out by two inspectors.

Service and service type

Baylham Care Centre 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

We gave a very short notice period of one hour prior to the inspection. This was to ensure safety of all involved and assess risks around COVID-19.

What we did before the inspection

We reviewed information we had received. We sought feedback from the local authority who work with the service. 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. We used all of this information to plan our inspection.

During the inspection

During the inspection two inspectors spent time at the home. Due to the COVID-19 pandemic we tried to keep our time on site to a minimum to reduce risks to people and staff. We therefore spent time talking with the registered manager on site as well as off site. This inspection activity took place between the 14 October and 22 October 2020. A virtual meeting to provide feedback from the inspection took place with the registered manager on 22 October 2020.

During the inspection we spoke with the registered manager and the regional manager and a member of the housekeeping staff.

We reviewed the care plans for one person using the service. We reviewed records relating to incidents in the service, risk assessments and guidance. As part of this inspection we looked at the infection control and prevention measures in place.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We also held telephone interviews with five members of staff to seek their feedback and requested the registered manager share our contact details with all staff in order that they feedback their experiences of working at the home should they choose to.

Is the service safe?

Our findings

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

This is the first inspection for this service since a change of provider. We have not rated this key question at this inspection 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 a specific concern we had about the risk of falls from height. We will assess all the key questions at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Following an incident that occurred at the home, an issue with the consistent and secure closing of some internal doors had been identified. In response, all staff had been made aware of the risks and the action they needed to take to ensure the doors were secure at all times. Despite this, during our visit, we found one door remained open on one occasion. The registered manager took action to address this straight away.
- Staff we spoke with were aware of the risks associated with doors not closing correctly and the action they needed to take as a result such as shutting the doors firmly.
- In response to the issue with the doors at risk of not closing, the registered manager had taken action which included checking for any remedial works needed, contacting the manufacturer of the door closures and implementing a system of frequent checks of all doors.
- Staff received training in health and safety and were aware of what action they should take if they needed to raise a health and safety issue or report a repair or maintenance concern.
- Health and safety checks were carried out regularly to ensure the premises and equipment were safe to use. The provider had instructed a fire safety company to complete a fire risk assessment and actions identified as a result had been remedied.
- People had personalised emergency evacuation plans (PEEPS) to provide guidance on the support they needed in the event of an evacuation of the home being necessary.

Preventing and controlling infection

- The home was clean and there were no unpleasant odours on the day of our visit.
- Staff had completed infection prevention training and were observed following good infection control practice during our visit.
- There were personal protective equipment (PPE) 'stations' throughout the home. Staff had access to, and were seen to use, PPE such as disposable masks and gloves in line with current guidance on most occasions. We identified times where the appropriate PPE wasn't worn on one day however the registered manager took immediate action to address this.
- 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 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.