

Kevindale Residential Care Home

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Inspection report

Kevindale
Broome, Aston On Clun
Craven Arms
Shropshire
SY7 0NT

Tel: 01588660323

Date of inspection visit:
28 June 2022

Date of publication:
20 July 2022

Ratings

Overall rating for this service

Requires Improvement ●

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

Kevindale Residential Care Home is a care home providing support with personal care needs to 13 people at the time of this inspection, some of whom were living with dementia. The home can accommodate a maximum of 14 older people in one adapted building.

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

The provider had made improvements since our last inspection but needed to embed the changes they had made.

The provider had made improvements to the physical environment increasing people's safety. However, some improvements, regarding staff practices, were still required.

Checks of the emergency equipment were being completed and escape routes were clear.

People had individual assessments of risks associated with their care.

Medicines were stored safely.

Staff followed effective infection prevention and control practices.

The provider followed safe recruitment practices.

The new manager had implemented regular checks to the physical environment.

The provider had delegated oversight of the building to the maintenance manager who reviewed existing systems and introduced procedures for the safe operation of equipment and utilities.

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 this service was Requires Improvement (published 25 February 2022) and there were breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 19: Fit and proper persons employed, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met.

The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check 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 the service can respond to COVID-19 and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Kevindale Residential Care 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 (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.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 (Safe care and treatment), Regulation 17 (Governance) and Regulation 19: (Fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

This inspection was completed by one inspector.

Service and service type

Kevindale Residential 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

Registered manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the 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.

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and healthwatch. Local authorities together with other agencies may have responsibility for funding people who used the service and monitoring its quality. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

During the inspection

We spoke with two people who used the service. We spoke with four staff members including one carer, the maintenance person, manager and registered manager. We looked at two peoples care and support plans and several documents relating to the monitoring of the location and health and safety checks. We checked the recruitment of two staff members.

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. 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 follow up on the specific concerns we had about Kevindale Residential Care Home. We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider had failed to robustly assess the risks relating to the health safety and welfare of people. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

Assessing risk, safety monitoring and management

- The provider had made improvements to the physical environment where people lived. However, there were still improvements in staff members practice which was required. For example, we saw staff had used a portable radiator without the knowledge of the management team. This was immediately removed as it had not been risk assessed as safe. Staff had left out a drinks thickener which should have been locked away. This was immediately removed by the manager.
- People told us they felt safe at Kevindale Residential Care Home. We saw the provider completed regular checks of the fire protection systems to ensure they would function correctly in the event of an emergency.
- The provider had completed other work to minimise the risk of harm to people. For example, they ensured all fire escape routes were clear and fixed radiators were covered. In addition, all other medicines were appropriately stored in a newly created medicines room and the medicines trolley had a secure fixture.
- The newly appointed manager completed regular checks throughout the building. As part of these checks they ensured cleaning materials and toiletries were safely stored.
- People had assessments of risk associated with their care and support. These directed staff on how to best support someone whilst still encouraging their independence and minimising the potential for harm. For example, people had assessments related to their mobility which clearly detailed the support they needed.

Preventing and controlling infection

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.

- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.

Staffing and recruitment

At our last inspection the provider did not have robust recruitment practices in place. This was a breach of Regulation 19: Fit and proper persons employed, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 19.

- The provider had revised their recruitment practice following our last inspection and now followed safe recruitment checks. This included checks with the Disclosure and Barring Service (DBS). Disclosure and Barring Service (DBS) checks and provides information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- New staff completed application forms which detailed their work history. References were obtained to ensure they were suitable to work with people. The provider completed checks to ensure applicants had the right to work.

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 requires improvement. 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 follow up on the specific concerns we had about Kevindale Residential Care Home. We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider did not have effective systems in place to monitor and drive good and safe care provision. This was a breach of regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The provider had reviewed their systems for monitoring the physical environment. Checks were now in place for the fire alarm systems, water temperatures and the safe storage of medicines.
- The maintenance manager had oversight of hot water systems and the heating system to ensure they were effectively managed minimising the potential for breakdown.
- The manager had kept themselves up to date with current best practice and had introduced quality checks to people's care and support plans to ensure these met people's needs.
- The manager had introduced checks to ensure effective infection prevention and control practices were followed by staff.
- The manager was up to date with government visiting guidance and requirements for safe recruitment.
- The provider needed to embed the changes and improvements they had made and demonstrate their effectiveness over a sustained period of time.