

HC-One Limited

Carrington Court

Inspection report

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Date of inspection visit:

30 October 2020

02 November 2020

04 November 2020

Date of publication:

22 December 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

Carrington Court is a residential care home providing personal and nursing care for up to 48 people. The accommodation was set in one building, across two floors.

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

People were placed at significant risk of harm because the provider had failed to adequately assess the risk of and control the spread of infection in relation to COVID-19. As a result, the provider was in breach of regulations. The home was not appropriately zoned and COVID negative and COVID positive people were not receiving care from dedicated staff. Risk assessments were not as robust as they could have been, and the laundry process was not clear.

The home was clean and appropriate Personal Protective Equipment (PPE) was in place. The service was up to date with infection prevention control training, and increased signage had been put up around the home to highlight risk.

Staff told us that they had enough PPE and that any concerns they had about infection prevention and control had been addressed.

Why we inspected We inspected the service due to an outbreak of COVID in the home. We have found evidence that the provider needs to make improvements. Please see the safe section of this report. You can see what action we have asked the provider to take at the end of this report.

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 breaches in relation to infection prevention and control measures at this inspection.

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.

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. 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. Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

No rating was awarded as this was a targeted inspection to look at infection prevention control.

Inspected but not rated

Carrington Court

Detailed findings

Background to this 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 30 October 2020, 02 November 2020 and 04 November 2020 and was announced.

Is the service safe?

Our findings

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 infection prevention and control measures following an outbreak of coronavirus. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection; Assessing risk, safety monitoring and management

- The service did not have designated staff to deal with COVID negative and COVID positive service users. This meant people were at increased risk of infection. One staff member told us, "I deal with both COVID negative and COVID positive people."
- Infection risks to people had not been effectively re-assessed and managed since the outbreak in the home. For example, the provider had not documented what additional or different actions they needed to take to ensure COVID negative people were not exposed to the risk of contracting the virus.
- The provider did not have effective zoning in the home to ensure that COVID negative and COVID positive people were kept separate.
- Individual risk assessments had not been completed for all staff that travelled to work on public transport. This meant that the service had not assessed the risk posed to each staff member on their way to work, and the impact this may have on the people.
- On the first day of inspection the policy and process for the laundering of COVID positive and COVID negative service user's laundry was not clear. The policy did not detail how people's laundry should be separated and laundered, however, the laundry assistant advised they laundered COVID negative and COVID positive laundry separately and treated COVID positive people's laundry as contaminated. The provider had failed to adequately assess the risk of and control the spread of infection.

The provider had failed to adequately assess the risk of and control the spread of infection. This put people at risk of infection and significant harm. This was a breach of regulation 12(2)(h) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Safe Care and Treatment.

The provider responded immediately, both during and after the inspection. A new zoning system was put in place and this also ensured staff worked on set zones providing more designated care. Risk assessments were also updated to be more person centred and reflect current risk to COVID negative service users.

- The home was clean and tidy, and appropriate cleaning products were being used to clean the home.
- We were assured the provider had the appropriate PPE, and staff were seen appropriately putting on and taking of PPE.
- We were assured the provider was accessing testing for people using the service and staff.
- Increased signage had been put in place around the home to ensure that visitors and staff were aware of current guidelines. Risk assessments were in place for anyone visiting the home, this was to help the home manage potential risk.

- Staff were up to date with infection prevention control training and the home had dedicated infection prevention control leads, this helped ensure that people were up to date with guidance.

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 12 HSCA RA Regulations 2014 Safe care and treatment
Treatment of disease, disorder or injury	The provider had failed to adequately assess the risk of and control the spread of infection. This put people at risk of infection and significant harm. This was a breach of regulation 12(2)(h) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Safe Care and Treatment.