

Minster Care Management Limited

Saffron House

Inspection report

2A High Street
Barwell
Leicester
Leicestershire
LE9 8DQ

Tel: 01455842222

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13 May 2021

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11 June 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Saffron House is a residential care home providing accommodation and personal care to 24 people at the time of the inspection. The service can support up to 48 younger and older adults with needs including dementia and physical disabilities.

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

The provider and registered manager had made significant improvements to ensure the risks associated with infections, including COVID-19, were assessed and managed effectively. Improvements included enhanced cleaning schedules, the use of effective cleaning products, staff refresher training and safer staff working practices in personal protective equipment (PPE) and infection prevention and control (IPC).

Staff underwent regular testing for COVID-19 in line with current government guidance. Visitors were required to complete robust screening and testing prior to visiting their family members.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was requires improvement (published 26 March 2021).

At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

This inspection was carried out to follow up on action we told the provider to take at the last inspection. We undertook this targeted inspection to check the Warning 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 overall rating for the service has not changed following this targeted inspection and remains requires improvement.

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 comprehensive inspection, by selecting the 'all reports' link for Saffron House on our website at www.cqc.org.uk.

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?

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

Saffron House

Detailed findings

Background to this inspection

The inspection

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, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a specific concern we had about the prevention and control of infections.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Saffron House 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 unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority who commission some of the packages of care. We used all of this information to plan our inspection.

During the inspection

We spoke with two people who used the service about their experience of the care provided. We spoke with six members of staff including the registered manager, deputy manager, care workers and domestic staff.

We reviewed the provider's arrangements for infection prevention and control including policies and

procedures and staff training. We also observed staff providing care and support in communal areas.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and policies and procedures.

Is the service safe?

Our findings

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

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served about failing to adequately assess and take effective action to ensure people were protected from the spread of infections, including those associated with COVID-19. 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.

Preventing and controlling infection

- We were assured the provider was using personal protective equipment (PPE) effectively and safely. We observed staff donning and doffing PPE appropriately and sanitizing hands between tasks. Signage was visible around the service providing guidance and advice around PPE and controlling the risk of infection.
- Staff had received further training and guidance in PPE and IPC since our last inspection, including laundry and kitchen staff who had their own cleaning schedules. One staff member told us, " We have all been re-trained. We are very aware of IPC and PPE and all staff are following procedures. We are more organised and know what to do."
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises. The registered manager had reviewed and developed cleaning schedules to ensure high touch points, such as rails and handles, were cleaned regularly throughout the day. Housekeeping staff confirmed they were using new products which were more effective in controlling the risk of infections.
- Cleaning processes had been reviewed and developed to ensure areas were kept clean and hygienic, including people's rooms. One person told us, "Everywhere is spotless, very clean. They [staff] clean my room frequently including my carpet as it is important to me to have a clean room."
- We were assured the provider was admitting people safely to the service. The service had accepted new admissions on the basis of a negative COVID-19 test and subject to 14 days isolation. The registered manager had introduced clearer procedures where people needed to isolate. This included people's return to the service following a hospital admission.
- We were assured the provider was making sure infection outbreaks could be effectively prevented or managed. Contingency planning included safe zoning of the premises and robust procedures for supporting people and managing areas of infection risks where people had to isolate.
- We were assured the provider was meeting shielding and social distancing rules. People were supported to socially distance in communal areas through the positioning of furniture. Any staff who were at particular risk from COVID-19 had been supported to shield or had completed risk assessments with the registered manager to identify additional measures to keep them safe.

- We were assured the provider was accessing testing for people using the service and staff. Staff underwent regular testing each week which included lateral flow tests and weekly PCR testing for COVID-19. Most people and staff had received both vaccinations for COVID-19 which helped to reduce the risk of any future outbreaks.
- We were assured the provider was supporting preventing visitors from catching and spreading infections. Visitors were required to complete a survey identifying any COVID-19 risks and undertake a lateral flow test upon arrival. They were then taken to a waiting area for 30 minutes pending the result. A visiting area was available which was deep cleaned after each visit and visitors were provided with PPE.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance. People were receiving visitors through a pre-booking system. At the time of our inspection, visits were taking place in a designated visiting room within the service. The registered manager was aware of pending changes in government guidance and had advised people of these. One person told us, "I can have visits in my room soon and hugs. This will be very emotional for me, to see all my family again. My family are very important to me so the visits are amazing."
- We were assured the provider's infection prevention and control policy was up to date. Infection control policies and COVID-19 contingency planning records were kept under regular review to ensure they reflected current guidance and best practice.