

Discovery Care Limited

# Mont Calm Margate

## Inspection report

13 Shottendane Road  
Margate  
Kent  
CT9 4NA

Tel: 01843221600

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11 August 2020

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## 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

Mont Calm Margate is a residential care home providing personal care to 24 older people and people living with dementia at the time of the inspection. Mont Calm Margate accommodates up to 31 people in one adapted building.

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

The service was clean and free from unpleasant odours. Some refurbishment works had been completed and further works were planned.

The registered manager and staff followed government guidance in relation to Covid-19 to reduce the risk of people becoming unwell.

There were enough staff deployed to meet people's needs. Staff had the skills to keep people safe.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 24 February 2018).

### Why we inspected

We undertook this targeted inspection to check on a specific concerns we had about cleanliness of the building and low staff numbers. The overall rating for the service has not changed following this targeted inspection and remains Good.

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.

### 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?**

Details are in our safe findings below.

At our last inspection we rated this key question Good. 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**

# Mont Calm Margate

## 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 on specific concerns we had about cleanliness of the building and staffing levels.

#### Inspection team

This inspection was completed by one inspector.

#### Service and service type

Mont Calm Margate 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 CQC. 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 the service 24 hours' notice of the inspection. This was to check if anyone had suspected or confirmed COVID 19 and arrange for information to be sent to us.

Inspection activity started on 11 August 2020 and ended on 18 August 2020. We visited the location on 11 August 2020.

#### What we did before the inspection

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 also reviewed information we had requested from the registered manager including staff training records.

We analysed concerns we had received about the service and gathered feedback from the local authority safeguarding and commissioning teams. We also spoke with a clinical nurse specialist for older people who supports care homes. We used all of this information to plan our inspection.

#### During the inspection

We spoke with one person who used the service about their experience of the care provided. We spoke with two staff, the registered manager and deputy manager. We also spoke with three staff and three relatives on the telephone to gather their views of the service.

We reviewed records including two staff files in relation to recruitment and induction.

#### After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at a variety of records relating to the management of the service, including policies and procedures, staff rotas, training and cleaning records and assessments of people's dependency.

# 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 check specific concerns we had about the cleanliness of the building and staffing levels. We will assess all of the key question at the next comprehensive inspection of the service.

### Staffing and recruitment

- There were enough staff to meet people's needs. The registered manager used a dependency tool to decide how many staff were required during the day and at night. When staff numbers were reduced due to short-notice sickness, other staff or the management team covered. Staff told us they were busier than usual at these times, but everyone's needs were met. One staff member told us on days staff numbers were reduced, "We don't get as much time as we would like to chat with them". The use of agency staff was kept to a minimum to ensure people were always supported by staff they knew and the risk of introducing Covid-19 to the service was reduced.
- One person told us, "There is always a staff member on the floor" and confirmed staff helped them when they wanted. People's relatives said there were always staff around and they offered people the care they needed.
- Staff had the skills they needed to keep people safe. They had practiced fire evacuation and their competence to move people safely had been assessed.
- Staff were recruited safely. Checks on staff's character and previous employment, including dates of employment and reasons for any gaps in employment, had been obtained. Criminal record checks with the Disclosure and Barring Service (DBS) had been completed. Risk assessments were complete on any DBS disclosures, to ensure staff did not pose a risk to people.

### Preventing and controlling infection

- The building was clean and free from offensive odours. One person told us, "Everywhere is nice and clean and tidy". Relatives confirmed the service was always clean.
- Risks to people from Covid-19 were managed. Governance processes had been updated to include guidance about Covid-19 and reflected government guidance. Staff had completed additional training in relation to Covid-19 and infection control. Stocks of personal protective equipment (PPE) were in place and easily available to staff. We observed staff following government guidance and wearing the correct PPE.
- When new people moved into the service, they self-isolated for seven days and took a Covid-19 test. People and staff took Covid-19 tests regularly as recommended by national guidance. Plans were in place to manage any outbreak of Covid-19 and reduce the risk of it spreading. This included isolating people with Covid-19 away from other people and using a designated staff team to support them.
- Some areas of the building were in poor condition and in need of refurbishment. Since our last inspection the provider had replaced the carpets in all communal areas and many bedrooms with washable vinyl. They had plans to replace the remaining carpets. Other areas had been redecorated and further work was

planned. We will check the planned refurbishment work has been completed at our next inspection.