

Lancashire County Council

Thornton House Home for Older People

Inspection report

Whimbrel Drive
off Mayfield Avenue
Thornton Cleveleys
Lancashire
FY5 2LR

Tel: 01253825845
Website: www.lancashire.gov.uk

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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

Thornton House Home for Older People is a care home providing accommodation for up to 45 people across four separate units. Each unit has separate adapted facilities. One of the units (Byron) specialised in providing care to people living with dementia. Two units (Keats) provided rehabilitation services and the Wordsworth unit provided mainstream residential care. At the time of our inspection visit there were 28 people who lived at the home.

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

We received information raising concerns about the use of specialist equipment, infection control, and medication and whether people were safe. We wrote to the provider and asked for information around their systems and processes and policy and procedures for supporting people safety.

We inspected the home to see how care was being provided against the information the provider had shared with us. We checked specialist equipment was being fitted and used correctly. We looked around the home to check it was clean and hygienic. We observed staff use of personal protective equipment (PPE) and their infection control practices and checked medicines management. People supported and their relatives told us they felt safe and cared for, staff kept the home clean and used gloves, masks and other equipment safely.

We found specialist equipment was fitted, used and maintained correctly. Medication was managed safely. Personal protective equipment and cleaning materials were readily available to staff and staff were following the latest guidance. This helped protect people from the risk of acquiring infections and the service was clean.

Rating at last inspection

The last rating for this service was Good (published 11 December 2018).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about the correct use of specialist equipment, infection control and prevention and management of medicines. A decision was made for us to inspect and examine 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 found no evidence during this inspection that people were at risk of harm from these concerns.

Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Thornton House Home for Older People 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?

Inspected but not rated

Further information is in the detailed findings below.

Thornton House Home for Older People

Detailed findings

Background to this inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concerns we had about use of specialist equipment, medicines and infection control. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by an inspector and a specialist advisor.

Service and service type

Thornton House Home for Older People 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 announced.

What we did before inspection

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

During the inspection

We spoke with six members of staff including the registered manager and area manager. We spoke with four people who lived at the home and two relatives. We reviewed a range of records. This included two people's care records and several medication records and risk assessments. We also looked at a variety of management records. We did this to ensure the management team had oversight of the service and they could respond to any concerns highlighted or lead in ongoing improvements. We walked around the building to check the home was clean, hygienic and a safe place for people to live.

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 explore the specific concerns we had about Thornton House Home for Older People. These were about cleanliness of the home, people's personal hygiene, safe use of equipment and management of medicines. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- The infection control practices and layout of the home helped staff to prevent or manage infection outbreaks. Staff had access to and used PPE effectively and safely. Guidance for hand washing, personal protective equipment and infection control were displayed around the home. People told us staff always wore PPE. One person said, "They always have those masks on and if they are helping me they have gloves and pinnies on." Another person told us, "I am safer here than anywhere. Staff always adhere to the precautions."
- Staff admitted people safely to the service and prevented people supported, staff and visitors from catching and spreading infections. The provider accessed testing and vaccinations for people using the service and staff.
- Staff had received infection control training. The provider's infection prevention and control policy was up to date and informative
- The home was clean and hygienic. Staff and people supported had access to hand washing facilities and people looked well-groomed. One person said, "It's a brilliant place to be I wouldn't live anywhere else. We are looked after 100%." During the inspection the registered manager told us they were thinking of buying a portable hand washing station to assist with infection control. They discussed this with their line manager who arranged for them to order one. As a result of this discussion other services managed by the provider were also offered a portable hand washing station.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong;

- We were asked to look that equipment was used safely in response to a previous incident. Procedures were in place for staff to follow to assist in correct use of equipment. Staff had received instruction and training, so they used equipment safely. Staff had learnt from the incident and equipment was checked frequently and records kept of these.
- We checked equipment used for providing care or treatment to people was safe for such use and staff used equipment in a safe way. We looked at equipment for maintenance, faults and relevance to clinical care plans and their maintenance/audit trail. Equipment was clean and fit for purpose, in good condition, maintained and used correctly. A relative told us, "[Family member] says staff are always careful and explain what they are doing when they use the hoist. We are impressed and pleased with the care."
- Equipment was used safely and effectively. Staff routinely checked equipment for wear and safety. Where staff found faults in equipment, they reported them promptly. Some bedrooms were too small to use

moving and handling equipment. This restricted which bedroom people could stay in. The inspection team shared information on checking people's seating was at a correct height and signposted the provider to resources to further develop their approach and extend their knowledge.

Medicines

- People received their medicines safely. Medicine administration records (MARs) were completed accurately and medicines stored securely.
- Staff were trained in managing medicines and had regular checks to make sure they were giving people their medicines correctly.