

Tricuro Ltd

Avon View

Inspection report

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17 September 2020

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated

Summary of findings

Overall summary

About the service

Avon View is a residential care home which at the time of our inspection was providing personal and nursing care to 70 older people, some living with a dementia. The service can support up to 81 people. Accommodation is provided over three floors, rooms are single occupancy and have en-suite facilities. Communal areas on each floor includes lounges, dining areas and kitchenettes. There are also secure outside communal areas.

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

People had their eating and drinking needs understood by both the care and catering staff teams including special diets, swallowing risks, allergies, likes and dislikes. A review carried out by Avon View and the local authority had identified shortfalls in recording and monitoring what people were eating and drinking. Actions taken had led to improvement. These included staff supervision and training and more detailed recording and monitoring. People and their families spoke positively about the quality, quantity and choice of food and drink.

People, staff and visitors to Avon View were protected from risks of infection as policies and staff practices were reflective of current best practice guidance. Staff had access to personal protective equipment and the home were carrying out whole home testing in response to the coronavirus health risk.

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 good (published 8 August 2018).

Why we inspected

The inspection was prompted in part due to concerns received about eating and drinking. A decision was made for us to inspect and examine those risks.

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 that the service can respond to coronavirus and other infection outbreaks effectively.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and effective sections of this full report.

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 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.

Details are in our safe findings below.

Inspected but not rated

Is the service effective?

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.

Details are in our effective findings below.

Inspected but not rated

Avon View

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection on a specific concern we had about people's eating and drinking needs being met.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Avon View 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.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because we wanted to arrange our visit in line with current public health guidance.

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 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 this information to plan our inspection.

During the inspection-

We spoke with four people who use the service and eight relatives. We spoke with nine members of staff

including the registered manager, deputy, lead nurse, chef and care workers. We reviewed a range of records. This included six people's care records and associated food and drink monitoring records, two medication records, staff training records, supervision records and records relating to the management of the service.

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. This meant people were safe and protected from avoidable harm. We have not changed the rating of this key question, as we have only looked at part of the key question.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as good. This meant people's outcomes were consistently good, and people's feedback confirmed this. We have not changed the rating of this key question, as we have only looked at the part of the key question, we have specific concerns about.

Supporting people to eat and drink enough to maintain a balanced diet

- A nutritional risk assessment had been completed monthly for each person which assessed people's risk of malnutrition. When risk was identified, actions taken included recording and monitoring what the person was eating and drinking. This was to ensure any concerns could be promptly actioned.
- A review completed by Avon View identified inconsistent recording and monitoring of people's eating and drinking. Actions implemented included placing all people on eating and drinking charts, a review of practice with all staff through supervision, more detailed recording to identify trends and increased auditing.
- Some people had been prescribed fortified supplementary drinks. The medicine administration records showed these had been given to people, but they were not consistently added to the fluid monitoring charts. This was discussed with the registered manager who during our inspection introduced a process to ensure this happened.
- People and their families spoke positively about the food. One person told us, "It's very good and plenty of it. You can have as much as you like, any time you want; the night staff are the same". Another told us, "They bring fresh fruit to my room and top up my water jug".
- Staff understood people's dietary needs. A relative explained, "The staff know that (relative) has unstable diabetes, therefore they always make (them) a piece of toast or give (them) a biscuit if their blood sugars are low". Another told us, "(Registered manager) provides access to web based daily reports, that record what (relative) is eating etc. and shows that staff have encouraged (relative) to eat".
- Some people had risks associated with swallowing. They had safe swallowing plans in place that staff understood and followed. All staff had completed training on understanding and supporting people with swallowing difficulties.
- Information was shared with the catering team who had a good knowledge of people who required fortified diets, special textured diets, allergies, likes and dislikes.
- When people required assistance with eating, we observed staff helping at the person's pace, maintaining their dignity and promoting independence. People were provided with specialist cups or had plate guards when needed. One person told us, "I don't need any help with eating but because I'm confined to my bed, they do make sure that I'm sitting up properly and comfortable when my meal arrives".