

Castletroy Care Home Limited

Castletroy Residential Home

Inspection report

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03 February 2021

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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

Castletroy Residential Care Home is a large, purpose-built care home. The service is registered to provide accommodation and personal care for up to 69 people. At the time of our inspection, 26 people were living at the service.

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

People appeared comfortable and happy in the company of staff. We saw staff were attentive to people and were kind and caring in their interactions.

The service was clean and hygienic with no potential infection risks observed. Robust cleaning schedules helped to ensure that the environment was clean, and checks were completed to ensure that tasks had been completed. All cleaning materials and products were seen to be secure.

The provider was adhering to national guidance in relation to management of the COVID-19 pandemic. Policies and procedures had been reviewed to ensure compliance. Staff were seen to be wearing appropriate personal protective equipment (PPE) and working in accordance to the guidance in place.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 31 May 2019).

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

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

Why we inspected

We undertook this targeted inspection to check whether the Requirement 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.

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.

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

Castletroy Residential Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Requirement Notice in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

This inspection was completed by one inspector on 3 February 2021.

Service and service type

Castletroy Residential Home 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. The registered manager was on leave on the day of our inspection.

Notice of inspection

This inspection was unannounced.

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. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with five members of staff including a deputy manager, housekeeping manager and care workers. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We reviewed a range of records. This included cleaning schedules, audits and the action plan in place following the last inspection. Policies and procedures were also reviewed.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found.

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 requires improvement. 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 if the provider had met the requirements of the requirement notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

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

At our last inspection the provider had not ensured that care and treatment was always provided in a safe way. 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.

- People were being cared for in a clean and hygienic environment. Robust cleaning schedules were in place and checks completed to ensure that the environment had been cleaned effectively.
- All cleaning material and potential hazardous equipment was found to be secured in appropriate storage areas. Since our last inspection, the provider had fitted automated locks to hazardous or infectious waste storage areas which could only be opened by a staff held electronic 'swipe key'. They explained that this was to remove the risk of possible human error in failing to lock a storage area when unattended.
- The service was undergoing redecoration at the time of our visit. Furniture and equipment was seen to be in good condition and no potential infection risks were observed.
- In light of the COVID-19 pandemic, action had been taken by the provider to implement safe systems of working and procedures put in place to ensure that they met national guidance.
- We were assured that the provider was preventing visitors from catching and spreading infections. Staff were seen to be wearing appropriate personal protective equipment (PPE) for the tasks they were completing and confirmed that they, and people living in the service, were engaged in routine testing for COVID-19.
- The provider's infection prevention and control policy was up to date and we were assured that action was taken to ensure that infection outbreaks could be effectively prevented or managed.