

Vaghjiani Limited

The Laurels Nursing Home

Inspection report

Lincoln Road
Holton-cum-Beckering
Market Rasen
Lincolnshire
LN8 5NG

Tel: 01673858680

Date of inspection visit:
22 December 2020

Date of publication:
15 January 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

The Laurels Care Home is a residential care home which can provide personal and nursing care for up to 30 older people, some of whom may live with dementia or physical illness. At the time of the inspection 17 people were living in the home.

The home is an old building set over two floors with a purpose built ground floor extension.

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

Infection prevention and control was not always well managed. Staff did not always follow good practice when putting on and removing (donning and doffing) personal protective equipment (PPE). During a recent outbreak of Covid 19 the environment had not been optimised to reduce possible further spread of the infection.

People's care records had not been up dated to include specific risks for them in relation to Covid 19.

Some areas of the service were in poor repair, this impacted on staff's ability to effectively clean these areas. Some areas lacked hand washing equipment and were not cleaned effectively. Cleaning records were not always completed to evidence good cleaning practices were taking place.

We found areas of good practice

Information and guidance on COVID- 19 restrictions was available and visible for staff, people and visitors. There were sufficient stocks of PPE. This included masks, gloves, aprons and visors. There were also sufficient stocks of hand sanitiser and cleaning materials.

People who lived at the service and staff underwent regular Covid 19 testing in line with government guidance. People admitted to the service were supported in line with government guidance on managing new admissions during the Covid 19 pandemic.

Since the outbreak the provider had maintained a no visiting policy with an exception for people who were nearing the end of their life. People were supported to keep in touch with their relatives and friends through telephone calls, video calls, and window visits.

Further information is in the detailed findings below

Rating at last inspection

The last rating for this service was requires improvement (published 20 August 2020). 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 the provider was in breach of regulations.

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 due to concerns received about infection control. A decision was made for us to carry out an infection control inspection and examine those risks.

We have found evidence that the provider needs to make improvements.

You can see what action we have asked the provider to take at the end of this full report.

You can read the report from our last inspection, by selecting the 'all reports' link for The Laurel's Nursing Home on our website at www.cqc.org.uk.

Enforcement

We are mindful of the impact of the Covid 19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the Covid 19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified breaches in relation to infection control at this inspection.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

Follow up

We will meet with the provider following this report being published to discuss how they will make changes to ensure they improve their rating to at least good. We will work with the local authority to monitor progress. We will return to visit as per our re-inspection program. 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?

Service inspected but not rated

Further information is in the detailed findings below.

Inspected but not rated

The Laurels Nursing Home

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 22 December 2020 and was unannounced.

Is the service safe?

Our findings

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.

S5□How well are people protected by the prevention and control of infection?

- Staff did not always follow good practice when donning and doffing personal protective equipment. During our inspection we observed two members of staff who did not follow national guidance, removing their PPE unsafely and did not wash their hands after the removal. This increased the risk of spread of infection.
- There was a lack of hand washing facilities and hand gel available in the donning and doffing area used by staff starting their shifts, and health professionals visiting the service. The hand gel dispenser was empty when we arrived at the service at approximately 9am. Despite this being highlighted to the housekeeper and registered manager the dispenser was not replaced until 11.30am.
- During the outbreak of Covid 19 at the service the environment had not been optimised to reduce possible further spread of the infection. The registered manager had not followed the services outbreak and management policy to cohort people who had tested positive for Covid 19, to reduce the risk to people who had tested negative for the infection.
- People's care records had not been updated to provide staff with information on how to support their specific needs during the Covid 19 pandemic.
- Some areas of the service were in poor repair, we found this impacted on staff's ability to effectively clean these areas. Some areas lacked hand washing equipment and were not cleaned effectively. For example, the laundry room had a large hole in the floor covering, the area where staff washed their hands was cluttered and behind the washing machine there was dust and debris. The upstairs shower room lacked hand washing equipment. Cleaning records were not always completed to evidence good cleaning practices were taking place. These issues contributed to the risk of spread of infection.

Infection control procedures did not consistently protect people from the risk of infection. This was a breach of Regulation 12 Safe Care and Treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- 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 accessing testing for people using the service and staff.
- We were assured that the provider's infection prevention and control policy was up to date.

