

Alverstoke House Nursing Home

# Alverstoke House Nursing Home

## Inspection report

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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

Alverstoke House Nursing Home is a care home providing accommodation and nursing care for up to 29 people, including people living with dementia and nursing needs. There were 16 people living at the home at the time of the inspection.

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

Procedures were in place to support safe visiting by family members. Staff undertook screening of all visitors including temperature checks and a questionnaire to determine risks posed by visitors. Rapid response lateral flow tests (LFT) were undertaken for visitors before they were able to visit people. Visitors were provided with Personal Protective Equipment (PPE) and guided to its safe use.

New admissions to the service were supported in line with best practice guidance. All new admissions were expected to provide recent COVID-19 test results, a further test by the service following admission would be completed and people would be isolated upon arrival for 14 days to minimise the risk of infection to existing people. People and staff were regularly tested for COVID-19. Staff had LFT testing twice a week as well as standard Polymerase Chain Reaction (PCR) tests weekly.

Individual risk assessments regarding COVID-19 were now in place for people, although we noted these would benefit from being more person centred in content.

The service had a good supply of PPE to meet current and future demand. Staff had received training in the correct use and disposal of PPE and we observed this being used appropriately.

The home was kept clean. Records of cleaning schedules were maintained and included a program of frequent cleaning of high touch surfaces, such as light switches, handrails and door handles.

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 and update: The last rating for this service was inadequate (published 14 May 2021) and there were multiple breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. We served a warning notice to the provider requiring them to become compliant with the subsection of Regulation 12 of the HSCA 2008 (Regulated Activities) regulations 2014 that relates to infection prevention and control. This warning notice required the provider to be compliant by 8 February 2021.

This inspection was carried out to check whether the provider had acted and was now compliant with this.

### Why we inspected

We undertook this targeted inspection to check whether the Warning 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 inadequate.

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?**

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

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## **Detailed findings**

### Background to this inspection

#### The inspection

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

#### Inspection team

The inspection team consisted of one inspector.

#### Service and service type

Alverstoke House Nursing 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.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

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.

We reviewed information we had received about the service since the last inspection. We used all of this information to plan our inspection.

During the inspection-

We spoke with two people who used the service, three staff, the provider and administrator. We observed staff working with people and toured the building. We reviewed a range of records relating to infections prevention and control, including policies, procedures and audits.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question inadequate. 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.

### Preventing and controlling infection

At our last inspections we identified concerns with the management infection prevention and control measures in the home and found this to be in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We served the provider with a warning notice which required them to make improvements and become compliant with this subsection of the regulation by 8 February 2021.

We found sufficient improvement had been made and the provider was no longer in breach of this subsection of Regulation 12.

- At the last inspection we were not assured that the provider's infection prevention and control processes were up to date to ensure that infection outbreaks could be effectively prevented or managed. This led to the concerns we found in the service which included not admitting people safely and in line with national guidance; not meeting shielding and social distancing rules; not promoting safety through the layout and hygiene practices of the premises; The provider had not identified a person to take responsibility for keeping the service policies and risk assessments up to date and accurate; and processes to detect early signs of the virus in people and take action were not being undertaken.
- Improvements had been made at this inspection. Although no one had been admitted to the home since the last inspection, the registered manager had refreshed her knowledge of the national guidance regarding admissions to care home, the homes risk assessments and process for admissions had been updated. This now reflected the national guidance and the need for testing preadmission and on admission. This meant we were now assured the provider would admit people safely to the service.
- Policies had been updated, the general risk assessment had been updating and people had individual infection prevention risk assessments in place. These identified the risk to people and some mitigation measures, however we noted that the documents could be more person centred. We observed social distancing being supported as much as was possible. Risk assessments for family members taking their relatives out for trips had been implemented and plans were in place to zone areas of the home and cohort staff, should this be needed if people started to test positive. This meant we were now assured the provider was meeting shielding and social distancing rules.
- At the previous inspection we found some areas of the home were cluttered with equipment and whilst regular cleaning was in place, records did not reflect sufficient cleaning of high risk areas. At this inspection we found improvements had been made. Equipment was stored appropriately. Cleaning staff told us safe zone cleaning had been implemented. They said this involved, in addition to routine cleaning, in depth cleaning of high touch point areas during the day. Records confirmed this was taking place daily. Signage was displayed throughout the home reminding people, staff and visitors of the need for good hand hygiene and how to put on and take off PPE safely. This meant we were now assured the

provider was promoting safety through the layout and hygiene practices of the premises.

- National guidance states, 'It's important to assess residents twice daily for the development of a high temperature'. This was not happening at the last inspection but had improved and was taking place at this inspection. The need for this had been included in peoples individual care plans as well as the homes general risk assessment. Records confirmed it was taking place.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance. Garden visit, POD visits and window visits were being supported. Each person had nominated family and or friends to visit the home. They were required to complete a basic health check questionnaire, wear PPE, have their temperature checked and undertake a Covid 19 test before being able to visit their loved one in the house.
- We were assured that the provider was using PPE effectively and safely. We observed staff wearing appropriate PPE. People told us staff wore masks at all times.