

Parfen Limited

Sunnyside Residential Home

Inspection report

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02 March 2021

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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
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Summary of findings

Overall summary

Sunnyside Residential Home is a care home providing personal and nursing care for up to 27 people over three floors. At the time of the inspection, 20 people were living at the home.

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

We found that governance of infection control practices were ineffective. Systems had been implemented to check staffs use of personal protective equipment (PPE), however, these had not ensured staff compliance. The registered manager had begun to take disciplinary action against staff identified as not using PPE correctly; this had not been carried out in a timely manner and the identified staff had continued to provide support to people.

In some areas of the home, stock levels of PPE were limited; auditing of PPE stock had not been carried out. Staffs PPE use was not carried out in accordance with long-standing government guidance.

COVID-19 risk assessments had not been carried out for staff, visitors or some people living at the service. Checks were in place but not always used for visitors. Lateral Flow Device (LFD) tests were completed for visitors, however, there was no system in place to ensure tests were completed without risk of cross contamination. LFD tests were not registered on the governments website or recorded formally. The registered manager addressed internal recording of tests following the inspection and implemented an LFD record sheet.

The management team had worked closely with colleagues across health and social care, such as the local infection control team. However, feedback provided by those colleagues had raised concerns as to how training and advice had been used to inform improvement, relating to infection control, within the home.

Overall, we were not assured that good infection control practices were being followed; this placed people at a serious risk of harm.

Rating at last inspection

The overall rating for the service has not changed following this targeted inspection and remains inadequate.

Why we inspected

The inspection was prompted in part due to concerns received about infection control. 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 undertook this targeted inspection to check on specific concerns we had about staff's use of PPE and management of infection control practices. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

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.

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 requested an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The overall rating for this service is 'Inadequate' and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe. And there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions of the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Sunnyside Residential 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 02 March 2021 and was unannounced.

Is the service safe?

Our findings

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

- We found infection control practices and guidance were not always followed. We observed several members of staff not using PPE correctly and this had not been addressed by the management team in a timely manner.
- COVID-19 risk assessments had not been completed for all residents, visitors or for any staff. The home did have an overall COVID-19 risk assessment, but this did not identify individual risks.
- PPE stock had not been checked regularly and audits had not been carried out. PPE stock was limited in some areas of the home. We asked the registered manager about one such area. They said, "I think it's probably the (staff), I'll go and ask them to take some."
- The provider had not ensured there was a safe system in place for carrying out LFD testing. LFD test results were not registered online and there was not a formal way of recording test results internally.
- Good hand hygiene practices were not always followed. We observed several staff not sanitising their hands or following guidance when people were provided with touch support or carrying out tasks around the home.
- Systems had recently been implemented to increase cleaning in high touch areas. However, some areas related to cleaning needed further improvement. We observed unlocked doors to sluice rooms and PPE cupboards, which meant people had access to areas where cross-contamination could occur.