

Farrington Care Homes Limited

Lyme Regis Nursing Home

Inspection report

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08 June 2023

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Lyme Regis Nursing Home is a residential care home providing personal and nursing care to up to 27 people. The service provides support to older people with a range of nursing needs; some of the people living in the home are living with dementia. At the time of our inspection there were 20 people using the service.

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

People and staff all told us about the positive impact the manager was having on the home. We identified areas for further improvement; however, significant improvements had been made to the risk management systems within the home.

People lived in a home where environmental risks were substantially better managed, and were supported by staff who understood the risks they faced. Staff were confident in how they reduced the majority of these risks.

Staff received support and guidance to ensure people received safe care and treatment. They valued this support and were proud of their work.

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 (supplementary report published 6 June 2023). At this inspection we found improvements had been made and the provider was no longer in breach of Regulation 12.

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 requires improvement. We use targeted inspections to follow up on Warning Notices or to check 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 COVID-19 and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Lyme Regis Nursing Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

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.

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 2 inspectors.

Service and service type

Lyme Regis Nursing Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Lyme Regis Nursing Home is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager. This registered manager was not working at

this service anymore. We asked the providers to address this in April 2023. The current manager was starting the process to register.

Notice of inspection

This inspection was unannounced.

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 quality monitoring team. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 5 people who used the service about their experience of the care provided. We spoke with 7 members of staff including the manager, care and nursing staff, the chef and maintenance staff.

We observed support and interactions between people and staff in communal areas. We reviewed a range of records. This included 6 people's risk management plans, care delivery records, monitoring charts accident and incident recording, meeting minutes and oversight documentation related to risk management.

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 this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

At the last inspection systems and processes in place had not protected people from receiving unsafe care and treatment . This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and, whilst further work was needed, the provider was no longer in breach of regulation 12.

- The risks associated with safe eating and drinking were being managed safely. Staff had up to date guidance about people's needs and were able to describe these consistently. Monitoring systems usually identified when people were not eating or drinking enough. We highlighted a time when a nurse had not undertaken a risk assessment associated with malnutrition correctly. This had not had an impact on the person. The manager ensured appropriate training and coaching for the nurse to ensure they could undertake this task with confidence and competence. We will review the accuracy of recording when we inspect the service to follow up on the remaining warning notice.
- People lived in a home where there had been a substantial improvement in the management of environmental risks. The member of staff who monitored fire doors had identified 3 fire doors were not working correctly and had taken appropriate action to rectify this. All fire doors were working correctly by the day after our visit. Doors to the kitchen and store cupboards were locked when not in use by staff.
- People had access to call bells and were able to make staff aware when they needed support.
- People told us they felt safe, and staff followed risk management plans. One person told us , "I feel safe. I do. "
- People spent time in different parts of the home and garden areas throughout the day. This reduced risks associated with social isolation and a lack of mobility.
- Risks associated with oral care were not being effectively managed. We discussed this with the manager, and they put an immediate plan in place to improve this. Whilst we have not been able to check the sustainability at this time, people and staff told us the manager does what they say they will do. One person told us the manager "filled them with confidence" and highlighted that change for the better was evident to them.
- A patio door to an unused room was left open. The manager was responsive and took immediate action to

mitigate the risk.

- Staff told us they received guidance and coaching to improve the safety of the care and support they provided people. They were proud of the care they were providing .

Preventing and controlling infection

At our last inspection there had been a failure to ensure good hygiene standards, and this contributed to a breach of Regulation 12 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.

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.
- Visits to the home were conducted in line with the latest government guidance.