

Gainsborough Care Home Limited

Gainsborough Care Home

Inspection report

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Date of inspection visit:
16 November 2020

Date of publication:
26 November 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Gainsborough Care Home is a residential care home providing personal and nursing care to 34 people aged 65 and over at the time of the inspection. The service can support up to 48 people in one building, which is adapted for the needs of people with mobility difficulties.

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

People were now protected from the risk of large furniture falling on them. Since the previous inspection risk assessments had been completed for each person. All large furniture in occupied and unoccupied rooms was now secured.

The provider had introduced improved oversight of the security of furniture in people's rooms. This was now included in the home's monthly health and safety audit. The maintenance person also carried out weekly checks to ensure this improved level of safety was sustained. The registered manager told us, "People here are definitely safer now."

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 15 October 2020) when we identified two breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Following our last inspection, we served a warning notice on the provider. We required them to be compliant with Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 30 October 2020.

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 Warning Notice we previously served in relation to Regulation 12 and Regulation 17 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

Is the service well-led?

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

Gainsborough Care 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 Warning Notice in relation to Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance) 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 one inspector.

Service and service type

Gainsborough Care 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.

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. 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 two members of staff including the registered manager and maintenance person. We reviewed the provider's quality assurance systems and audits relating to the security of furniture in people's rooms. We reviewed a range of records. This included room risk assessments, a recent health and safety audit and the provider's infection, prevention and control (IPC) policy. We did a tour of the home to check the security of furniture in people's rooms. We also checked IPC procedures including signage, supply of personal protective equipment (PPE) and Covid-19 testing.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We asked the registered manager to send us copies of documents including room risk assessments, the latest health and safety audit and IPC audit. We received these the same day and reviewed them to help inform our judgements in this report.

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 have specific concerns about. 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 all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

At our last inspection the provider had failed to ensure people were protected from the risks of unsecured furniture in their rooms. 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 the provider was no longer in breach of Regulation 12.

- The provider now had risk assessments in place to cover the security of furniture in all 34 residents' rooms. Risk assessments were created within 24 hours of new people moving in and updated if people moved rooms or had health conditions which could cause them to enter other people's rooms.
- Our observations confirmed wardrobes and chest of drawers in people's rooms were secured. This type of furniture was also secured in vacant rooms. This meant people were now safe from the risk of heavy furniture falling on them.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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 using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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.
- We were assured that the provider's infection prevention and control policy was up to date.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

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 have specific concerns about. 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 all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

At our last inspection the provider had failed to ensure their quality assurance systems and governance of the service was effective. This was a breach of Regulation 17 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 17.

- Since the previous inspection the provider had made improvements to the quality assurance systems within the home to include the security of furniture in people's rooms. The registered manager said, "People here are definitely safer now."
- The provider's health and safety audit had been updated to include a monthly review of furniture security in people's rooms. The latest monthly audit evidenced furniture had now been made secure in all occupied and unoccupied rooms. Our observations also confirmed this.
- The provider's maintenance person conducted weekly checks on all furniture in people's rooms to ensure safety was sustained.
- The registered manager and maintenance person communicated well which helped ensure good oversight of these improved safety measures.