

TOB Care Ltd

Northwood Nursing & Residential Care

Inspection report

206 Preston New Road
Blackburn
Lancashire
BB2 6PN

Tel: 0125457208

Date of inspection visit:
17 December 2020

Date of publication:
08 January 2021

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

Northwood Nursing and Residential Care is a residential care home and at the time of the inspection was providing personal and nursing care to 20 people aged 60 and over. The service can support up to 27 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. In the area this home was located, these were commonly known as the 'Tier 3 Restrictions'. This meant the Covid-19 alert level was high and there were tighter restrictions in place affecting the whole community.

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

The service had robust measures in place around the use of personal protective equipment (PPE). Staff, management and visitors were using PPE correctly.

The provider and manager had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included weekly testing of staff and at least every 28 days for people living in the home. Hand sanitiser and PPE were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

People received their medicines as prescribed and aspects of medicines administration and storage were safe. At inspection, we found a delay in the administration of one person's medicines. This was as a result of misadministration by others before the person was admitted to the home. Although staff at the home spotted the issue, there was a lack of proactivity around ensuring the person received their medicines in a timely way.

Details of this can be seen in the 'Safe' section of this report.

Rating at last inspection

The last rating for this service was Requires Improvement (published 31 August 2019).

Why we inspected

We undertook this targeted inspection to check on whether medicines were being administered correctly and whether appropriate infection prevention measures were in place. 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 a Warning Notice or other 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.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Northwood Nursing and Residential Care on our website at www.cqc.org.uk.

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?

People were Safe. We were assured the provider managed infection prevention and control and medicines administration at the time of the inspection.

Inspected but not rated

Northwood Nursing & Residential Care

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on medicines administration and infection control processes.

Inspection team

This inspection was undertaken by an inspector.

Service and service type

This service is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 who was in the process of registering with the Care Quality Commission. Registered managers and providers are legally responsible for how services are run and for the quality and safety of the care provided.

Notice of inspection

This inspection took place on 17 December 2020 and was announced.

Inspection activity started on 17 December 2020 and ended the same day.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and health care professionals who attend the service.

We had also requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

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 the manager, area manager, one member of staff and considered three peoples' care and medicines records.

After the inspection

We continued to seek clarification from the provider and manager to validate evidence found.

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 whether medicines were being administered correctly and appropriate infection prevention measures were in place. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

- Medicines were managed safely. One person confirmed they received their medicines when they should. Medicines were recorded within people's medication administration records. This meant the manager and nursing and senior staff had oversight of medicines people took and ensured they were administered in line with the prescriber's instructions.
- The administration of controlled drugs was consistent with guidelines. These are medicines that can be abused but the service had strict protocols around their use, storage and disposal.
- Medicines were administered by staff who had completed relevant training to administer them safely. The manager said, "In the short time I have been here we have worked hard to improve this area of care and support. We are strict about this, there are good systems in place and I am pleased that staff have embraced the efforts we have made."
- Staff at the service had picked up on a medicines issue when a person had been discharged from hospital to the home. Although they had initially acted promptly to ensure the person received the correct medication, thereafter, they had not been proactive in chasing professionals for a response. During the inspection process, the matter was resolved and the person suffered no harm. The manager and area manager said that they would look at lessons learned from the incident and incorporate this within training sessions with staff.

How well are people protected by the prevention and control of 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.