

Unity Homes Limited

Cambridge Court Care Home

Inspection report

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17 March 2021

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service effective?

Inspected but not rated

Summary of findings

Overall summary

About the service

Cambridge Court is a care home in Waterloo in Liverpool. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The service can support up to 53 people and at the time of inspection, 49 people were living at the home.

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

Within the context of areas reviewed as part of this targeted inspection, people were supported with their pressure care needs and to maintain a balanced diet. Staff supported people in the home in the least restrictive way possible and in their best interests.

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.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Why we inspected

CQC have introduced targeted inspections to follow up on specific concerns. We 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 relating to management of risks relating to pressure care, nutrition and hydration and oral care.

We found no evidence during this inspection that people were currently at risk of harm from this concern. We have made a recommendation about how the provider implements improvement in relating to oral care.

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

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 good. 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 effective?

At our last inspection we rated this key question Good. 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

Cambridge Court Care 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.

This was a targeted inspection to check on specific concerns relating to management of risks relating to pressure care, nutrition and hydration and oral care.

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 undertaken by two inspectors who visited the service on 17 March 2021.

Service and service type

Cambridge Court 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 announced. We gave 24 hours' notice of the inspection so that we could have some

preliminary discussion around the use of Personal Protective Equipment (PPE) on inspection.

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 reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all of this information to plan our inspection.

During the inspection

During the inspection we spent time looking around the home, observed the support people received and how staff interacted with people who used the service. We spoke with one professional, who regularly visited the service, who was on site at the time of inspection.

We reviewed a range of records relating to the concerns identified during the inspection. These records included care plans, records of support relating to nutrition and hydration and oral care as well as policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at policies and quality assurance records.

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 Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check on a specific concern we had about to management of risks relating to pressure care, nutrition and hydration and oral care. We will assess all of the key questions at the next comprehensive inspection of the service.

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 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.
- We were somewhat assured that the provider was admitting people safely to the service.

We found that there was not a clear process for admitting residents to the home and there was a lack of written evidence for assessing residents for suitability to complete an isolation period on admission. This was addressed following inspection and the policy updated.

Learning lessons when things go wrong

- The registered manager had communicated with staff the need to accurately record oral hygiene care and document, with detail, each attempt made to provide oral care.
- The recording of oral care was not always accurate and there were some instances of records not being completed for morning and night time oral care support.

We recommend the provider conduct regular auditing of the contemporaneous records, to ensure staff are accurately documenting support provided.

- Evidence showed the registered manager was contacting health professionals such as district nurses to report specific concerns. There was good communication with the local safeguarding authority.
- The registered manager had communicated regularly with staff to discuss lessons learned, following

incidents identified within the home and had taken steps such as introducing React to Red competency checks with staff.

- People at the home were observed to have appropriate pressure relieving equipment in place, care plans reflected the need for this equipment and daily records evidenced people received pressure relief.

Is the service effective?

Our findings

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Risks to people living at Cambridge Court were identified and well managed. People had appropriate risk assessments in place to meet their needs and keep them safe, whilst respecting their choices.
- Care plans were reviewed regularly and where a person's need increased, the care plan was updated to reflect this.
- There was one instance of a delay in a referral to a district nurse team, the registered manager had acted quickly and resolved the issue when she was made aware.

Supporting people to eat and drink enough to maintain a balanced diet

- People who were at risk of poor nutrition had records in place to monitor what they ate and drank, and their weights were monitored regularly.
- People who required specialised diets such as a pureed diet were supported to maintain this diet by the home.
- People living at the home appeared to be well and their nutritional and hydration needs were being met.