

Care One Limited

# Abbey Care Home

## Inspection report

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06 January 2021  
07 January 2021

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## 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

Abbey Care Home is registered to provide accommodation and personal care for up to 20 people. The service does not provide nursing care. At the time of our inspection there were 14 people using the service.

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

Staff did not demonstrate a good understanding of the proper channels for reporting safeguarding concerns, if they had any, and their responsibilities to protect people.

We have made a recommendation about staff training on the subject of safeguarding.

Measures were in place to control and prevent the spread of infection.

### Rating at last inspection

The last rating for this service was good (published 8 March 2018)

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. A decision was made for us to inspect and examine those risks. The overall rating for the service has not changed following this targeted inspection and remains good.

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.

### 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**

# Abbey Care Home

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to follow up on specific concerns we had received about the service. As part of this inspection we looked at the Infection Prevention and Control 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

Abbey 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. We sought feedback from the local authority and other professionals who work with the service. We used all of this information to plan our inspection.

#### During the inspection

We spoke with the provider and the registered manager. We also spoke with the local authority, quality improvement and safeguarding team and other visiting healthcare professionals.

We reviewed a range of records. This included personnel, training and supervision records of staff. A number of people's risk assessments. A variety of records relating to the management and monitoring of the service.

After the inspection  
We spoke with five staff members.

# 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 people were protected from abuse and avoidable harm and to check the service was compliant with infection prevention and control (IPC) measures to keep people safe.

Systems and processes to safeguard people from the risk of abuse

- Over a prolonged period, we have received safeguarding allegations from the same persistent, anonymous source. Investigations carried out by the local authority safeguarding team and police have not found any evidence to substantiate the allegations at this time.
- The provider and registered manager had liaised with the local authority and the police about safeguarding issues, and where concerns were raised these had been addressed.
- Interactions observed between people and staff looked relaxed and comfortable, some telling us about their preparations for Christmas, decorating the many trees in the service. Staff were supporting others to eat their lunch.
- Staff had received safeguarding training. They told us the registered manager was very open and supportive and they would feel comfortable to raise any concerns with them and felt confident they would deal with them.
- However, staff spoken with did not demonstrate a clear understanding of local safeguarding policy or correct process for reporting concerns with the local authority.

We recommend the provider finds out more about training for staff, based on current guidance and legislation, in relation to safeguarding and reporting processes.

Preventing and controlling infection

- We were assured the service was following correct infection prevention and control guidance and policy to protect people from infection and prevent the spread of infection.
- Management were making sure infection outbreaks can be effectively prevented or managed and people were admitted safely to the service. Staff were using personal protective equipment (PPE) effectively and safely.
- The provider was accessing testing for people using the service and staff, taking appropriate action according to the results received.