

Kevindale Residential Care Home

Keegan's Court Residential Care Home

Inspection report

The Grange
Kerry Lane
Bishops Castle
Shropshire
SY9 5AU

Tel: 01588638898

Date of inspection visit:
12 April 2022

Date of publication:
05 May 2022

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

Keegan's Court Residential Care Home is a care home providing support with personal care needs to 16 people at the time of this inspection, some of whom were living with dementia. The home can accommodate a maximum of 19 older people. Accommodation is provided in an adapted building providing 15 beds and two bungalows in the grounds.

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

People were safe as the infection prevention and control procedures had been revised by the provider and effectively implemented.

The provider had undertaken work to correct potential hazards to people.

The provider had introduced quality monitoring systems in order to drive good care.

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 25 February 2022).

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met.

At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

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

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

Inspected but not rated

Keegan's Court Residential Care Home

Detailed findings

Background to this inspection

Why we inspected

This was a targeted inspection to check whether the provider had met the requirements of the warning notice, served following our last inspection, in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 (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

This inspection was completed by one inspector.

Service and service type

Keegan's Court Residential 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.

Registered Manager

The service had a manager registered with the Care Quality Commission. The registered manager was also the provider. This means that they are legally responsible for how the service is run and for the quality and safety of the care provided. The provider had recently appointed a manager with the view of them becoming the registered manager allowing the provider to concentrate on other areas of their service.

Notice of inspection

This inspection was unannounced.

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 took this into account when we inspected the service and made the judgements in this report.

We reviewed information we had received about the service since the last inspection.

During the inspection

We spoke with three staff members including the registered manager, manager and maintenance manager. Additionally, we looked at documents relating to checks completed by the provider, including health and safety checks and quality checks of care plans and the safe administration of medicines.

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 had specific concerns about.

The purpose of this inspection was to follow up on the specific concerns we had about Keegan's Court Residential Care Home following our last inspection. We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider had failed to robustly assess the risks relating to the health, safety and welfare of people. This was a breach of regulation 12 (Safe Care and Treatment) 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.

Assessing risk, safety monitoring and management

- The provider had taken action to ensure all substances hazardous to health were secured which minimised the potential of accidental contact with such items.
- The provider had acted to ensure hot water pipes leading to radiators were adequately covered minimising the risk of harm of burns. We saw one room still had exposed pipes, but this room was not in use and locked, preventing people entering. The manager and maintenance manager told us work had been planned to remove the pipework, but they had isolated the room in the meantime reducing the potential for harm.
- All potentially unsafe portable radiators had been removed.

Preventing and controlling infection

- We were somewhat assured the provider was promoting safety through the layout and hygiene practices of the premises. The service had acted to address previous concerns with the physical environment which hindered effective infection prevention and control practice. For example, they had completed repairs to the broken toilet systems. However, we did see a communal toilet radiator cover which was showing signs of fluid ingress that had not been identified as part of the providers own checks. Damaged and worn equipment hindered effective cleaning practices.
- We were assured that the provider was preventing visitors from catching and spreading infections. The provider had introduced procedures to confirm professional visitors had a negative COVID-19 lateral flow test before entering the service.
- 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 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.

Visiting in care homes

- The provider was supporting visits in line with the Governments guidance.

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 had specific concerns about.

The purpose of this inspection was to follow up on the specific concerns we had about Keegan's Court Residential Care Home following our last inspection. We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider did not have effective systems in place to monitor and drive good and safe care provision. This was a breach of regulation 17 (Governance) 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.

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

- The provider had appointed a manager who was in post at the time of this inspection.
- The manager had reviewed systems for monitoring the quality of the service they provided. For example, they had introduced focused checks to ensure the environment was suitably maintained to keep people safe, introduced medication checks, care plan checks and reviewed all incidents and accidents to identify if anything else was needed to keep people safe.
- The provider had addressed potentially unsafe practice to ensure substances hazardous to health were securely stored.

Continuous learning and improving care

- The provider had updated their knowledge of health and safety, infection prevention and control. Additionally, they had reviewed their policies and introduced procedures which were in accordance with published best practice guidance.