

Zion Care (St Albans) Limited

St Albans Nursing Home

Inspection report

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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 well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

St Albans Nursing Home accommodates 34 people in one adapted building. Accommodation is on two floors with a passenger lift for access between the floors. St Albans Nursing Home is situated in Knott End on Sea close to a regular bus route, shops and facilities. At the time of our inspection 27 people lived at the home.

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

St Albans was clean and hygienic. This reduced the risk of infection outbreaks. The infection prevention and control policy was up to date and renewed regularly. One staff member said, "We have lots of training on infection control and Covid-19 guidance, the manager is so up to date with all of that." There were sufficient staff to meet people's care and support needs. They were employed subject to robust recruitment processes. People's safety was at the centre of care delivery. One person said, "I am so lucky to be here the staff and manager are truly wonderful."

We found good quality assurance and risk management of care delivery as previously found at the last inspection. The organisation and registered manager provided opportunities for people to pass on their views of the service and general care provided. A staff member said, "We have a great manager who continues to improve the home and provides opportunities for staff and residents to pass on opinions." People praised the registered manager and staff. One person said, "[Registered manager] is lovely so helpful and always finds time to spend with people, they all do in fact."

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 good (published 17 February 2018).

Why we inspected

The inspection was prompted in part due to specific concerns received about Infection control, staffing and quality assurance systems. A decision was made for us to inspect and examine those risks. We found no evidence during this inspection that people were at risk of harm.

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 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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St Albans Nursing Home 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?

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 well-led?

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

St Albans Nursing 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.

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 carried out by one inspector.

Service and service type

St Albans Nursing 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 announced. This was to ensure the management team were available during the inspection visit.

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 commissioning and safeguarding teams. 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 St Albans Nursing Home and made the judgements in

this report. We used all this information to plan our inspection.

During the inspection

We spoke about St Albans Nursing Home with three people who lived at the home, five care and domestic staff and a nurse who was the clinical lead. In addition, we spoke with the registered manager and the area manager. We checked staffing levels, infection control measures and quality assurance systems. We also had a walk around the building. We did this to ensure the provider had oversight of the service, responded to any concerns and led the home in ongoing improvements.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed quality assurance systems.

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 specific concerns we had about infection control and staffing. We will assess all of the key question at the next comprehensive inspection of the service

Preventing and controlling infection

- People were protected against the risk of infection. We completed a walk around the building and found the environment to be clean and hygienic. One person said, "They do make sure this place is spotless as you can see."
- The registered manager was the 'infection control lead' and constantly updated staff on infection control guidance and the latest Covid-19 information. A staff member said, "We are really up to date with infection control and the pandemic."
- The home had been awarded a five-star rating following their last inspection by the 'Food Standards Agency'. This graded the service as 'very good' in relation to meeting food safety standards about cleanliness, food preparation and associated recordkeeping.
- The registered manager further enhanced to protect everyone from risks associated with the pandemic. The management team assessed every aspect of the service, risk assessment, infection control, environmental safety due to the pandemic and auditing. This had led to more PPE stations situated around the building to reduce the risk of infection.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider had processes to admit people safely to the service.
- 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.

Staffing and recruitment

- The management team ensured sufficient numbers of suitably qualified staff were available to meet peoples' needs. Staff confirmed this, one said, "We have enough to spend time with residents that is why we provide quality care."
- Agency staff had been deployed however the registered manager told us they used the same staff to ensure continuity and they would understand the running of the home. A staff member said, "We have a great staff team and we all work so well together."

- Safe recruitment procedures we found at our last inspection were thorough and they remained the same. The registered manager made recruitment checks and ensured they were in place before any new staff member could work at the home. This was confirmed by talking with staff members.

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 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 specific concerns we had about quality assurance. We will assess all of the key question at the next comprehensive inspection of the service

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The registered manager created an open culture and encouraged people to provide their views about how the service operated. For example, staff meetings, 'resident' meetings and visitor surveys were regularly undertaken. Written evidence and staff discussions confirmed this and responses we found were positive.
- Staff praised the registered manager and felt valued and respected as members of the team. One employee said, "We have the best manager, [registered manager] has been fantastic so supportive and caring to both me and all the residents." Another person said, "Without doubt the best manager we have had. Despite the stress of the pandemic she has been a rock."
- People confirmed the home was a friendly place and staff were kind and compassionate and caring. One person said, "They have been really helpful and nothing is to much trouble."

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

- There was a clear structure of management at the home and staff demonstrated a good awareness of their roles and duties. Staff confirmed this and felt they were clear about their responsibilities.
- The management team completed a range of audits on a regular basis. These included infection control, medication, care records and the environment. They carried out audits on the quality of the service. If any shortfalls were found, they promptly made improvements.
- The registered manager followed current and relevant legislation along with best practice guidelines. This helped them keep people safe and to meet their diverse needs. The management team understood legal obligations, including conditions of CQC registration and those of other professional agencies.