

Bupa Care Homes (CFHCare) Limited

Amerind Grove Nursing Home

Inspection report

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Ratings

Overall rating for this service

Requires Improvement 

Is the service safe?

Inadequate 

Summary of findings

Overall summary

We carried out a comprehensive inspection of Amerind Grove Nursing Home on 28, 29 July and 10 September 2015. Following this inspection, we served a Warning Notice for a breach of one regulation of the Health and Social Care Act 2008 relating to safe care and treatment. The home was not suitably clean particularly in relation to the kitchen areas. Hygiene practices of staff did not meet the Department of Health guidance for the prevention and detection of infection. The Warning Notice required the provider to be compliant with this specific regulation by 30 October 2015.

In addition to this, we also found an additional eight breaches of five other regulations of the Health and Social Care Act 2008 during that inspection. Following the inspection the home was placed into special measures. The overall rating for this service is 'Requires improvement' however as there was a continued rating of 'Inadequate' in the key question of 'Safe' at the last inspection the service is in 'Special measures'.

Services in special measures will be kept under review and, if we have not taken immediate action to propose to cancel the provider's registration of the service, will be inspected again within six months. The expectation is that providers found to have been providing inadequate care should have made significant improvements within this timeframe.

For adult social care services the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements at its next comprehensive inspection and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

Following the inspection the provider wrote to us to say what they would do to meet the legal requirements. They told us they would meet all of the regulations by 28 February 2016; we will check compliance with these regulations at a future inspection.

We undertook a focused inspection on 3 February 2016 to check the provider was meeting the legal requirements for the regulation they had breached and had complied with the Warning Notice. This report only covers our findings in relation to this area. You can read the report from our last comprehensive inspection, by selecting the 'All reports' link for 'Amerind Grove Nursing Home' on our website at www.cqc.org.uk

Amerind Grove is a nursing home with a total of 171 beds. The home is split between five individual units. Kingsway provides nursing care, Picador is a residential unit for people with dementia and Embassy, Regal and Capstan units provide a mixture of residential and nursing care. Capstan unit in particular provides care for people with acute dementia. At the time of our inspection there were 105 people living in the home and Embassy unit was closed.

There was no registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'.

Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run. The manager in charge of the home had submitted their application to the Commission to become registered and was awaiting the outcome.

At our focused inspection on 3 February 2016, we found that the provider had taken sufficient action to achieve compliance with the Warning Notice and the regulation in order to meet the legal requirements. There were however improvements required to ensure continued compliance.

We found that the home and kitchen areas were generally clean and were being monitored by the manager and senior staff. We did however observe some practices undertaken by staff which were unhygienic.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The provider had taken sufficient action to achieve compliance with the Warning Notice and the regulation.

The kitchens and bathrooms were generally clean. Action had been taken to improve infection control and prevention within the home. However staff practice was not consistent and good standards were not being maintained in all areas.

We could not improve the rating for this key question from inadequate. There are additional areas for improvement required under this key question. In addition we would require a record of consistent good practice over time. We will review our rating for safe at the next planned inspection.

Inadequate ●

Amerind Grove Nursing Home

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

Following our inspection on 28, 29 July and 10 September 2015, we served a Warning Notice for a breach of one regulation of the Health and Social Care Act 2008. During this inspection we checked that the improvements required by the provider after our last inspection had been made.

We undertook a focused inspection of Amerind Grove Nursing Home on 3 February 2016. Before our inspection we reviewed the information we held about the home. This included the provider's action plan, which set out the action they would take to meet legal requirements.

The inspection was unannounced and undertaken by one inspector. The inspection involved inspecting the service against one of the five questions we ask about services: is the service safe? This is because the breach found at the last inspection for which the Warning Notice was served was in relation to this question.

During our inspection we spoke with the new manager, six people who used the service, three visitors, the chef manager, four senior care staff and three care staff. We also looked at records relating to cleanliness and the environment.

Is the service safe?

Our findings

At our comprehensive inspection of Amerind Grove Nursing Home on 28, 29 July and 10 September 2015, we found that the kitchenettes in each unit had areas which were dirty. This included equipment such as crockery, dishwashers, and areas of clutter which prevented effective cleaning. There were also cracked floor coverings, greasy equipment, dusty wall vents and floors in between cookers and dirty walls in the main kitchen. We also observed instances of poor infection prevention and control practice by staff and a lack of effective monitoring of cleanliness within each unit.

We served a Warning Notice that required the provider to meet the legal requirements of this regulation by 30 October 2015. At this inspection, we found the provider had taken sufficient action to achieve compliance with the Warning Notice and regulation. However improvements were required to ensure continued compliance; during this inspection we observed that standards of hygiene and infection control practice were not consistent.

We inspected all kitchenettes and the main kitchen. Areas and equipment previously found to have been dirty were now clean and well maintained. Weekly monitoring of the kitchenettes was being carried out by the chef manager; this included checking that all equipment was clean and in good working order. We looked at the cleaning schedules and monitoring for each kitchenette and found that the tasks listed on each schedule were being completed as required on a daily or weekly basis. Cleanliness was also being monitored in each kitchenette on a weekly basis by the head housekeeper for the service.

We inspected all shared bathrooms, showers and toilets in the home and found these were clean and well maintained. All toilets contained hand soap and sanitiser, paper towels and pedal operated bins.

The home manager had introduced infection control champions in each unit. Infection control champions are members of staff with an overall lead in infection control. The champions had been trained to have an in-depth knowledge of infection control to enable them to undertake the audits on their individual units. Unit managers told us that they also completed a daily walk around of their unit to monitor cleanliness, staff compliance with infection control procedures and staff use of personal protective equipment.

People we spoke with gave positive feedback when asked about the cleanliness within the home. One person said "My bedroom is nice and clean and my bed is made up lovely". Another person said "The staff here work very hard to try and keep it spotlessly clean". However the feedback was not consistent; one visitor said "They [staff] don't always wear gloves when they are supposed to. I watched a nurse prick a finger to take blood and she wasn't wearing any gloves which I found odd".

Another visitor to Kingsway unit told us they had complained to senior staff on two occasions about the unhygienic condition of an upholstered chair in their relative's bedroom and had asked for this to be removed. We saw that the chair was still in use. The unit manager told us that they had not been made aware of the concerns and would speak with the relative and investigate the matter straight away. In Regal unit we also saw upholstered chairs which were heavily stained and dirty. Staff said that the chairs were

difficult to keep clean as they were regularly used by people and the upholstery material could not be easily cleaned.

Bedrooms were mostly clean, however there were exceptions. In Kingsway unit, for example, one person's bedroom was in an unhygienic condition. The unit manager told us about difficulties in cleaning this room and said that it was important to the person that the cleaning took place when they were not present in the room. When we returned to the room some hours later we found that the room had not yet received attention. The person had left their room during this time and staff had not taken the opportunity to clean the room in their absence.

There were also shortcomings in staff practice and their use of equipment. In sluice rooms in Kingsway and Capstan unit laundry bags were not properly fastened. In Capstan unit we saw that staff were using a steriliser for cleaning cups and mugs in spite of these items not appearing to be clean after the process was completed. We spoke with the unit and home manager as the housekeeping staff had failed to recognise this was unhygienic and had continued to use the crockery. The home manager arranged for maintenance of the steriliser machine to ensure crockery was being cleaned effectively.

We also saw that in Regal and Kingsway units, store cupboards that should have been kept locked were left open; we brought this to the unit managers' attention to ensure they were of the potential risks to people. These cupboards contained items such as swab sticks, incontinence pads and plastic gloves. These items can pose a risk to people living with dementia.