

RS Care Limited

Ambleside 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

Summary of findings

Overall summary

About the service

Ambleside Nursing Home provides accommodation with nursing and personal care. The home is a period style home laid out over four floors. There are 19 single rooms available, all have toilet and handwashing facilities. At the time of this inspection there were 16 people living at the home and the manager told us they were planning to admit three people. The ground floor accommodates a dining room, lounge, kitchen, and bedrooms. There is access to outside space. All floors are accessible via stairs and a lift. Parking is available outside.

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

For this inspection we only looked at one key line of enquiry in the safe domain as we were following up on a specific concern we had about infection prevention and control (IPC).

Risks relating to infection control were not all being managed safely. The environment was not clean, and some pieces of furniture were damaged. One person's carpet in their bedroom was badly stained and had been patched up with a piece from a different carpet that didn't fit and had frayed edges.

Staff were observed using personal protective equipment (PPE) and people had individual risk assessments in relation to Coronavirus. At the time of the inspection no one living at the home had tested positive for Coronavirus.

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

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about how infection prevention and control (IPC) procedures were being managed in the home. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

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.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified breaches in relation to IPC, in particular, with the environment. The provider did not have enough staff to manage the cleanliness of the home. We also found clinical waste bins that did not have foot pedal operation to help minimise the risk of cross-infection. Communal bathrooms and hand washing sinks in people's bedrooms did not have hand washing soap, or paper towels for staff to wash their hands following providing personal care to people. Furniture and floor coverings were in disrepair or stained. This made them difficult to keep clean.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of IPC. We will work alongside the provider and local authority to monitor progress. We will 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 at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Further information is in the detailed findings below.

Inspected but not rated

Ambleside Nursing Home

Detailed findings

Background to this inspection

The inspection

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

Inspection team

This inspection was carried out by two inspectors.

Service and service type

Ambleside 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 who was in the process of becoming 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 professionals who work with the service. 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 used all this information to plan our inspection.

During the inspection-

We spoke with people who used the service. We also spoke with four members of staff including the provider, manager, and care staff, in relation to how IPC procedures were managed at the home.

We observed the environment, including people's rooms and communal areas and reviewed a range of records relating to the management of IPC in the service. This included training records, policies and procedures, risk management and cleaning schedules.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records in relation to infection prevention and control procedures.

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.

Preventing and controlling infection.

- Risks relating to infection control were not all being managed safely. We found some areas of the home were not clean this included communal bathrooms and toilets.
- Chairs were stained, and damaged, bedside tables had lost their seal and exposed the wood, and bedrail protectors had lost the plastic coating. This meant furniture was permeable, allowing liquids to pass through so bacteria could lodge in the damaged areas and prevent them from being thoroughly cleaned.
- Areas of the home had exposed brickwork and poor floor covering which meant these surfaces could not be thoroughly cleaned. There was a risk of infection from bacteria lodged in these areas.
- Clinical waste bins were not foot operated and not all bathrooms had paper towels or soap. In people's bedrooms there were toilets and hand sinks with no soap for staff to wash hands following personal care.
- Staff had uniforms provided by the provider, however they were not changing into these at the point of entry into the home. This increased the risk of the spread of infection

This was a breach of Regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- We discussed the cleanliness of the home with the manager who told us they had arranged for an external company to come in and carry out a deep clean of each floor and were in the process of finalising dates for this to take place. The provider confirmed this.
- There was one housekeeper, the manager acknowledged this was not enough for the size of the building and confirmed they were in the process of recruiting more cleaning staff to ensure more frequent cleaning took place.
- People had risk assessments in place regarding the risk relating to COVID 19.
- There was a visiting policy in place, although the home was currently closed to visitors.
- Staff received infection control training and had access to enough suitable PPE.
- 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 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.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment 12(2)(h) Not all infection risks had been identified and mitigated