

Sweet Homes Limited (A Joshi)

Sweet Homes Limited t/a Carshalton Nursing Home

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated

Summary of findings

Overall summary

Carshalton Nursing Home is a residential care home providing accommodation and personal care. The home can accommodate up to twenty one people in one house. At the time of our inspection there were eleven people using the service. The home specialises in providing care to older people living with dementia.

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

At this inspection we found the provider had made adaptations to the environment to more effectively meet people's needs. Bathrooms were refitted and turned into wet rooms that people were able to access.

Communal areas and people's own rooms had been redecorated and as a result the décor of the home was significantly improved. People told us they were involved in choosing the colour schemes in their rooms.

People were not always protected from the risk and spread of infection. This was because some staff did not know the correct procedures for the safe cleaning of bodily fluid spillages. Additionally, not all of the specific-use cleaning equipment was in place to prevent cross contamination.

Staff protected people from the COVID 19 virus by adhering to the home's policies and guidelines for preventing the spread of this virus. Staff wore face masks and ensured social distancing was maintained wherever possible. Hand sanitiser was made available around the home for staff and people to use. Visitors and staff were risk assessed and had their temperatures taken. Visitors were able to meet their family members at the home in a designated and covered area of the garden with the entrance from outside of the home. Notices displaying infection prevention guidelines were seen around the home and in the garden to remind people, visitors and staff of best practices to reduce the spread of the COVID 19 virus.

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

Rating at last inspection

The last rating for this service was requires improvement (Inspection September 2019, report published October 2019).

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

We undertook this targeted inspection to check whether appropriate action had been taken since our last inspection in relation to the breaches of Regulation 15 (1) (c) (e) (Premises and equipment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the requirements of the warning notice issued in October 2019.

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 care home 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 Carshalton Nursing Home on our website at www.cqc.org.uk.

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.

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

Follow up

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.

Details are in our safe findings below.

Inspected but not rated

Is the service effective?

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.

Details are in our effective findings below.

Inspected but not rated

Sweet Homes Limited t/a Carshalton 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. This was a targeted inspection to check whether the provider had taken sufficient action in relation to meeting the breaches in Regulation 15 (1) (c) (e) (Premises and equipment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and with the requirements of the warning notice issued in October 2019. At the last inspection we found the provider had failed to ensure the premises remained suitable and properly maintained to meet people's needs.

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 undertaken by two inspectors.

Service and service type

Carshalton 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

We gave a short period notice of the inspection due to the risks associated with the covid-19 pandemic.

What we did before the inspection

We looked at the action plan the provider sent us following the last inspection and we reviewed feedback we received from the local authority. 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.

During the inspection

We spoke with the registered manager, three care workers, the chef, three people who lived in the services and one relative. We reviewed the care records for two people, staff records for three staff members and documentation relating to the management of the service. We undertook observations to review the safety of the environment and review compliance with 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.

The purpose of this inspection was to check if the provider had met the requirements of the action plan submitted following our last inspection. We will assess all of the key question at the next comprehensive inspection of the service.

Prevention and control of infection

People were not always protected by the prevention and control of infection.

- Not all staff were aware of the correct procedures to follow when cleaning bodily fluids. This lack of knowledge meant people were not appropriately protected from the risk and spread of infection.
- The service did not have all of the equipment required to safely clean soiled areas of the home. The use of incorrect equipment placed people at risk from cross contamination.
- The provider's audit process failed to identify the lack of staff knowledge and equipment. This meant no action had been taken to resolve these shortfalls at the time of our inspection.

We found no evidence that people had been harmed, however, systems were not robust enough to demonstrate safety was effectively managed. This placed people at risk of harm. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- We were assured the provider was following COVID 19 specific infection prevention and control processes in relation to social distancing and the use of PPE.
- We were told by a relative, the registered manager and by staff that procedures for ensuring the prevention and control of COVID 19 infection were strictly followed.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

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 have specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the action plan submitted following our last inspection. We will assess all of the key question at the next comprehensive inspection of the service.

Adapting service design and decoration to meet people's needs.

At our last inspection in September 2019 we found the provider had not ensured the home was adequately adapted to effectively respond to people's changing needs. The provider was in breach of Regulation 15 (Premises and equipment) of the Health and Social Care 2008 (Regulated activities) Regulations 2014.

At the last inspection the general appearance of the home was tired and worn. Paintwork was chipped and scuffed both in communal areas and in people's own rooms. Bathrooms were not suitable to meet people's physical support needs.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 15.

- We saw a general overhaul, refurbishment and redecoration had been carried out both in the communal areas and in people's own bedrooms. This redecoration marked a significant improvement in the overall appearance of the home. People's bedrooms were all repainted along with the communal areas such as the lounge.
- People told us they were given choices as to their preferred colour schemes and they said they were quite happy with their rooms. One person said, "I do like my room, it's comfortable and I like the colour scheme. It helps me relax." Another person we spoke with told us they had chosen the colour of their bedroom and said they liked it. The registered manager and staff told us people were asked about their preferences for colour schemes and given paint charts to choose from when deciding how they wanted their rooms to be redecorated.
- We noted that each bedroom door had a photograph of the person who lived in the room, together with their name. Doors were not painted different colours which may have helped people identify their rooms more easily. However, we were advised by the registered manager all of the people using the services needed help with mobilisation and so were always accompanied by staff to their rooms.
- The bathrooms on the first and second floors had been refurbished and changed into shower and wet rooms. They were wheelchair accessible. A new sink was installed in the ground floor bathroom as well as being refurbished into a wet room with a shower. Additional handrails were fitted in each of the bathrooms to provide more support for people.

- Lighting in the hall and stairway was replaced and extractor fans were working in all the bathrooms we inspected.
- At this inspection we checked the condition of equipment used to support people. Two hoists were in use in the home. We inspected them and they were in full working order. All slings being used were individual to each person and only used for them. Bathrooms were fitted with new equipment.
- At the last inspection a need for additional seating areas was highlighted. Given the structure and layout of the building creating a new lounge area would be difficult. However, we noted a new covered area for seating had been constructed in the back garden. This offered people a place where they could sit and relax with their relatives.

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
Treatment of disease, disorder or injury	Infection control systems were not robust enough to demonstrate safety was effectively managed. This placed people at risk of harm. Regulation 12(1)(2)