

Miss Lucy Craig

Cramlington House

Inspection report

Bassington Avenue
Cramlington
Northumberland
NE23 8AD

Tel: 01670591930

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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

Cramlington House is a care home providing personal care for up to 63 people, some of whom are living with a dementia related condition. There were 63 people living at the service at the time of our inspection.

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

Systems were in place to help prevent people, staff and visitors from catching or spreading infection. Every staff member and visitor had their temperature taken at the door and were given appropriate PPE to wear. Every visitor also had to have a lateral flow test, complete a health declaration, wash their hands and use hand sanitiser upon entering the home.

The environment was very clean and hygienic. The provider had enhanced cleaning practices. This allowed more regular cleaning of frequently touched surfaces such as door handles and handrails.

The provider monitored PPE stock levels to ensure adequate amounts of PPE were available at all times.

Staff had completed training in Infection prevention and control (IPC) as well as putting on and taking off their PPE. The provider was constantly reviewing this with staff to ensure they followed current guidance.

The provider had employed a COVID-19 marshal who was dedicated to arranging testing, visiting, and carrying out checks to ensure staff remained competent in IPC practices.

Staff supported people's social and emotional wellbeing. People received visits from relatives in a dedicated room and visits complied with government guidance. People were also supported to keep in touch with their family members via garden pod visits, window visits and video or telephone calls.

People and staff were taking part in the COVID-19 regular testing programme.

The provider had, at the peak of the pandemic, paid for taxis to bring staff to work to avoid the use of public transport.

The provider had measures in place to keep people safe and provide them with safe care and treatment. This included quality monitoring checks in place.

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 Good (published 26 March 2019).

Why we inspected

A targeted infection prevention and control inspection was planned. We also received some concerns regarding the care people received. This was included as part of this inspection. We found no evidence to substantiate any of the concerns received. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns or to check infection prevention and control procedures. 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.

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 parts of this key question and not in its entirety.

Inspected but not rated

Cramlington House

Detailed findings

Background to this inspection

The inspection

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

As part of CQC's response to the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

During this inspection we also checked specific concerns we had received about people not receiving suitable support or in a person-centred way. The overall rating for the service has not changed following this targeted inspection and remains good.

Inspection team

The inspection was undertaken by one inspector.

Service and service type

Cramlington House 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 new manager who was in the process of registering with the Care Quality Commission. This means that the provider was 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 inspection

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

from the local authority and the infection control team working with care homes in the area. We used all of this information to plan our 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.

During the inspection

We spoke with eight people who used the service about their experience of the care provided. We also contacted seven relatives. We spoke with 12 members of staff including the manager, the deputy manager, housekeeping staff, care staff and administration staff. We also spoke with the provider.

We reviewed records relating to the management of the infection prevention and control and other records relating to the management and quality assurance of the home.

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 part of the key question, including those in connection with concerns we had received.

We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People received care and support in a safe environment.
- The provider had clear staff handovers between shifts to pass on any information of concern
- Any identified risk to people had been assessed to keep people safe.
- Measures were in place to support people in the event of an emergency. This included staff absences or situations such as fire or loss of essential utilities.

Staffing

- There was enough staff on duty to support people with their individual needs. Staff reported morale was good and they were fully supported in their role.

Preventing and controlling infection

- 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 accessing testing for people using the service and staff.
- We were assured that the provider was using PPE effectively and safely.
- 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.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- There were no outbreaks of any description in the service, including in connection with people's skin conditions or the COVID-19 pandemic.

We have also signposted the provider to resources to further develop their approach.