

Caring Homes Healthcare Group Limited

Rendlesham Care Centre

Inspection report

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Date of inspection visit:
20 January 2021

Date of publication:
17 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Rendlesham Care Centre is a residential care home providing personal and nursing care to 38 older people at the time of the inspection, some of these people were living with dementia. The service can support up to 60 people in one adapted building.

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

Risks were assessed relating to pressure ulcers developing or deteriorating. Systems were in place to guide staff on how risks were reduced. There were some inconsistencies in the recording and records relating to oral care provided. The management team assured us these would be addressed.

There were policies and procedures in place which provided guidance for staff in good infection control processes and how the risks associated with COVID-19 were reduced. Staff had also received training in these areas. Staff were following good infection prevention and control practices which helped to minimise risks to people.

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 3 March 2018).

Why we inspected

The targeted inspection was prompted in part by notification of a specific incident. Following which a person using the service sustained a serious injury. This incident is subject to an investigation. As a result, this inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated concerns about the management of risks associated with pressure ulcers. This inspection examined those risks. We found no evidence during this inspection that other people living in the service were at risk of harm from this concern. Please see the Safe key question of this report.

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.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Rendlesham Care Centre on our 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

Rendlesham Care Centre

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the systems in place to reduce the risks to people in relation to pressure ulcer prevention.

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

The inspection was undertaken by two inspectors.

Service and service type

Rendlesham Care Centre 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 did not have a manager registered with the Care Quality Commission. Registered managers and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. The last registered manager deregistered in June 2020. There was a new manager in post who was undertaking their induction at the time of our inspection. In the interim, a peripatetic manager was managing the service.

Notice of inspection

We gave the service 19 hours' notice of our inspection visit. This was to check we would not be hindering any planned COVID-19 vaccinations being carried out and to ask the service for specific information regarding if there were any people using the service who had a positive test for COVID-19 and to ensure we were working within the provider's procedures for infection control and COVID-19.

What we did before the 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. We took this into account when we inspected the service and made the judgements in this report. 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. Prior to our inspection we were provided with records relating to risks relating to pressure ulcers, this included the providers procedures and the care records of two people. We used all of this information to plan our inspection.

During the inspection

We spoke with the peripatetic manager and the new manager. We reviewed a range of records, including three people's care records. We checked the service's infection control and the systems to reduce the risks of the spread of infections, including observing staff wearing personal protective equipment.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at records including training data, quality assurance and records associated with the processes relating to COVID-19 and infection control.

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.

Assessing risk, safety monitoring and management

- People's care records demonstrated risks associated with pressure ulcers developing and deteriorating were assessed. Guidance was provided in care plans how the risks were reduced.
- Two of the five records reviewed had inconsistencies regarding the times people required support with repositioning and had no information regarding the setting of their pressure relieving equipment. The management team assured us this would be addressed. The other three records reviewed provided this information.
- Records evidenced how people had been supported with repositioning to reduce the risks of pressure ulcers developing. However, where people did not require support, for example, if they were able to reposition independently during the day when in the communal areas, the records did not clearly identify this. The management team assured us this would be addressed.
- The health and safety in the service was monitored and actions taken to address any risks.
- People's records relating to the support they received relating to their oral care did not evidence the reasons for this not being provided, for example if people were independent in this area. The management team assured us this would be addressed.

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 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.
- We were assured that the provider's infection prevention and control policy was up to date.