

Maven Healthcare One Limited

Cypress Court

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Good ●
Is the service well-led?	Requires Improvement ●



Summary of findings

Overall summary

About the service

Cypress Court is a residential care home providing personal and nursing care to up to 60 people. The service provides support to older people in one adapted building across two floors. At the time of our inspection there were 57 people using the service.

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

Improvements were needed to ensure the registered manager kept up to date with current government guidance so the service was fully prepared to ensure the rights of people were upheld in the event of a further outbreak of COVID-19.

Appropriate checks on temporary (agency) and permanent members of staff were in place to ensure they were suitable for the role before commencing employment. Staffing levels were safely planned in way which was determined by people's needs.

Care plans were in place and were supported by appropriate risk assessments to ensure people's needs were met. Care plans were person centred and reflective of people's personal preferences.

People were protected from the risk of abuse. Systems were in place to monitor and appropriately report accidents and incidents to external agencies.

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 the service under the previous provider was requires improvement (published 03 April 2020).

Why we inspected

We undertook a targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns received about visiting during an outbreak of COVID-19. A decision was made for us to inspect and examine those risks.

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 COVID-19 and other infection outbreaks effectively. This included checking the provider was meeting COVID-19 vaccination requirements.

We inspected and found there was a concern with how the registered manager had implemented national guidance on visiting, so we widened the scope of the inspection to become a focused inspection which included the key questions of safe and well-led.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Requires Improvement ●

The service was not always well-led.

Details are in our well-led findings below.

Cypress Court

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. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

As part of this inspection we looked at the infection control and prevention measures in place. This included checking the provider was meeting COVID-19 vaccination requirements. 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 carried out by one inspector.

Service and service type

Cypress Court is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Cypress Court is a care home with nursing care. 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

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 (PIR) prior to this inspection. A PIR is information providers send us

to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with six people who used the service and three relatives about their experience of the care provided. We also observed interactions between staff and people living at Cypress Court.

We spoke with nine members of staff including the registered manager, nurses, senior care staff, care workers, maintenance and ancillary staff.

We reviewed a range of records. This included seven people's care records and multiple medication records. We looked at three staff files in relation to recruitment and staff supervision. We also looked at a sample of temporary (agency) worker records in relation to suitability for the role and induction. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection of this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Preventing and controlling infection

Visiting in care homes

- During a recent outbreak of COVID-19 at Cypress Court, CQC received information which confirmed all indoor visiting had temporarily stopped; unless a person was receiving care at the end of their life.
- This was not in line with the government guidance in place at the time and was raised with the registered manager. The registered manager responded immediately to reverse this decision.
- Most people we spoke with told us this had not had an impact on people living at the service as the measures were only in place for a very short period of time. At the time of the inspection, visiting was being facilitated in line with government guidance.
- 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.

Care homes (Vaccinations as Condition of Deployment)

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency. We checked to make sure the service was meeting this requirement.

The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

Assessing risk, safety monitoring and management

- Risks to people's health had been appropriately assessed; care plans been developed to safely manage identified risks.
- People told us they felt they received safe care. One person living at Cypress Court told us, "I am happy with all the care." A relative added, "They keep [Name] safe. They have been very good. They have been excellent."
- Routine checks on the environment and equipment were maintained. Certificates and audit documentation supported this.

Staffing and recruitment

- Rotas demonstrated safe staffing levels were maintained to meet people's needs.
- Staff were safely recruited. Appropriate checks had been made before being offered employment. This included checks on temporary (agency) staff.

Using medicines safely

- Medicines were safely managed. Records of administration were maintained and in line with best practice. This included when people were prescribed creams.
- Guidance was in place for all prescribed medicines administered on an 'as required' basis. This helped staff to understand why certain medicines were prescribed; and under what circumstances they should be offered to a person.
- Medicines were stored securely and only administered by staff who were suitably trained

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- People were protected from the risk of abuse; policies and procedures supported this. Staff had completed training and knew how and when to raise concerns.
- Provider records demonstrated referrals had been made to the local authority safeguarding team and appropriate investigations to any allegations raised were completed.
- Systems were in place to record accidents and incidents. They were reviewed regularly by the registered manager to look for any trends; and identify whether future incidents could be prevented.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

This is the first inspection for this newly registered service. This key question has been rated requires improvement. This meant the service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Working in partnership with others; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager had not informed all relevant agencies about a recent outbreak of COVID-19 in a timely manner.
- There was also a lack of understanding about the role of an 'essential care giver' by the registered manager. An 'essential care giver' is a nominated friend or relative who can continue to visit a person living in a care home during an outbreak of COVID-19.
- Systems needed to be improved to ensure the registered manager remained familiar with changes in current guidance relating to the COVID-19 pandemic. We discussed this with the registered manager and shared the most up to date guidance available. We also spoke with the provider who provided assurance ongoing support was available.
- The registered manager did demonstrate an understanding of their responsibilities under duty of candour through communications with people to reinstate visiting arrangements.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- Systems were in place to monitor and review the quality of care and experiences of people. Regular audits were completed.
- Since our last inspection, Cypress Court had been reregistered under a new provider. The registered manager told us they felt supported through this change and received ongoing advice and support from the new provider.
- The registered manager also understood their responsibility for notifying the Care Quality Commission of events that occurred within the service and we saw that accurate records were maintained.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics;

- Staff were supported through regular supervision meetings and could share views through team meetings.
- Relatives and people living at Cypress Court were kept up to date with changes and their views were encouraged through meetings.
- We also received positive comments about staff working at the service and the registered manager.

Comments about staff included; "I have no concerns," and "I think the staff are doing their job okay."
Comments about the registered manager included, "[Name] is great," and "I have met [Name]. He is pleasant. He would never walk past and ignore us."