

# Maria Mallaband 11 Limited

# Brunel House

## 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
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# Summary of findings

## Overall summary

### About the service

Brunel House is a care home, which provides personal and nursing care to up to 65 people. The home also supports people living with dementia.

The home is arranged over three floors. There are single bedrooms with en-suite facilities, and communal areas on each floor. There is a passenger lift to give easy access, and a well-maintained garden.

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

Improvements had been made to the safe administration of medicines. Medicines people chose to take had been appropriately ordered from the pharmacy, so were available when needed. Staff had completed the medicine administration records correctly, to show people had taken their medicines as prescribed. There was a discrepancy however with the instruction of one medicine. This was quickly addressed once brought to the attention of the registered manager. How a person liked to take their medicines was detailed in their care plan. Detailed guidance was generally available to enable 'as required' medicines, to be given with maximum effectiveness. Any guidance, which was not in place was addressed immediately after the inspection. Staff had received training in the safe management of medicines and their competency had been assessed.

Robust infection prevention and control policies and procedures were in place and adhered to by staff. The information was based on national guidance. Staff had received additional training in infection prevention and control. They had the required personal protective clothing and wore it correctly. Staff changed into their uniforms on site to minimise the risk of transmission. Staff were monitored and audits took place, to ensure procedures were being appropriately followed.

There had been an outbreak of COVID-19 in the service. This had been appropriately reported to the required agencies. Additional guidance was sought and implemented, to minimise the risk of transmission throughout the home. Those staff who had the virus self-isolated, and only returned to work when well. Staff and people who had consented, have undertaken regular testing for COVID-19.

The home was clean with no unpleasant odours. Some windows, which did not impact on people, were open to help ventilation. There were stringent cleaning schedules, which included additional cleaning of high touch areas. The environment had been adapted to enable social distancing. Some armchairs and dining room chairs had been replaced to ensure they could be easily wiped.

Staff supported people to keep in touch with their friends and relatives. Strict visiting procedures, in line with national guidance, were in place to ensure safety. Relatives told us they had confidence in the staff team and the measures to minimise infection. However, they said limited visiting, as directed by the government, was difficult and challenging. The registered manager and staff recognised this, so tried to keep families informed and updated as much as possible.

### Rating at last inspection and update

The last rating for this service was requires improvement (published 11 January 2020) and there was one breach of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection, enough improvement had been made and the provider was no longer in breach of regulations.

### Why we inspected

The inspection was prompted due to the outbreak of COVID-19 in the home and to look at the breach of regulation, which was identified at the last inspection.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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 found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Brunel House on our website at [www.cqc.org.uk](http://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 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.

**Inspected but not rated**

# Brunel House

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to look at the infection control and prevention measures in place. We also looked at the breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, which was identified at the last inspection.

#### Inspection team

This inspection was carried out at the service by two inspectors. Another inspector reviewed documentation that had been requested and gained feedback about the service from staff, relatives, and health and social care professionals.

#### Service and service type

Brunel 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 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. 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 toured the home and looked at the infection prevention and control systems in place. We also looked at

the safe administration of people's medicines.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We spoke to six relatives, five staff and the registered manager on the telephone. We received feedback from two health and social care professionals who visit the service. We looked at a range of records in relation to people's medicines and infection prevention and 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 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 ensure effective infection prevention and control measures were in place. We also checked to ensure the provider had met the breach of regulation, which was identified at the last inspection. We will assess all of the key question at the next comprehensive inspection of the service.

### Using medicines safely

Following the inspection in October 2019, we issued a requirement notice for a breach of Regulation 12 of the Health and Social Care Act (Regulated Activities) Regulations 2014 (Safe care and treatment). This was because systems were either not in place or robust enough to demonstrate the safe management of medicines.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- People's medicines had been properly ordered, so they were available to be taken when required.
- Staff had fully completed the medicine administration records to show people had taken their medicines as prescribed.
- Detailed guidance was available to enable 'as required' medicines to be given with maximum effectiveness. Any guidance, which was not in place was addressed immediately after the inspection.
- There was a discrepancy in the recording of one medicine, which required additional storage. Staff had not identified this, but this was rectified, once brought to the attention of the registered manager.
- Information about a person's medicines was detailed in their care plan.
- Staff had received training in the safe administration of medicines and their competency had been assessed.

### Preventing and controlling infection

- 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 that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was preventing visitors from catching and spreading infections.