

Mrs Brigid O'Connor

Dunraven House and Lodge

Inspection report

Dunraven Registered Residential Home
12 Bourne Avenue
Salisbury
Wiltshire
SP1 1LP

Tel: 01722321055

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02 March 2022

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16 March 2022

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

Dunraven House and Lodge is a residential care home providing accommodation and personal care for up to 43 people. The service provides support to people with mental health needs. At the time of our inspection there were 39 people using the service. People are supported in two adapted buildings on the same site.

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

People said they felt safe living at Dunraven.

The registered manager had identified people who were at risk of choking and there were clear plans in place to manage the risks. The plans had been developed with input from a speech and language therapist where relevant.

Staff demonstrated a good understanding of people's needs in relation to eating and the risk of choking.

The service had introduced measures to prevent visitors from catching and spreading infections. Visitors were screened for symptoms of COVID-19 and were provided with personal protective equipment (PPE).

Staff had received training on infection prevention and control measures and how to use PPE safely. PPE was available to staff throughout the service and staff were seen using it safely.

Additional cleaning measures had been introduced in the home. All areas of the home were clean, and records demonstrated the additional cleaning had been completed.

COVID-19 testing was being carried out for people using the service and staff in line with the latest guidance.

The provider had effective systems in place to check staff and professional visitors were vaccinated against COVID-19.

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 15 May 2019)

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about management of choking risks. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check 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 this concern. Please see the safe section of this full 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 COVID-19 and other infection outbreaks effectively. This included checking the provider was meeting COVID-19 vaccination requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Dunraven House and Lodge on our website at www.cqc.org.uk.

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?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Dunraven House and Lodge

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 on a concern we had about management of the risk of choking.

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 completed by one inspector.

Service and service type

Dunraven House and Lodge 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. Dunraven House and Lodge is a care home without 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 used the information the provider sent us in the provider information return (PIR). This is information providers are

required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with two people who live at the service to gather their views about the care they received. We looked at four people's risk management plans and a range of records about how the service was managed. We also spoke with the registered manager and two care staff.

Is the service safe?

Our findings

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

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about the management of choking risks. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People said they felt safe living at Dunraven.
- The registered manager had identified people who were at risk of choking and there were clear plans in place to manage the risks. The plans had been developed with input from a speech and language therapist where relevant. All of the risk management plans had been reviewed following the recent incident. One of the people we spoke with confirmed they were supported to follow a soft diet, in line with their risk management plan.
- Staff demonstrated a good understanding of people's needs in relation to eating and the risk of choking. Staff confirmed this information was available on the home's electronic care planning system, which they had access to. The information was also available in the kitchens for all staff who were preparing food.

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.
- The provider was facilitating visits to the home in line with government guidance. People were able to see

friends and family in the home or in a visiting pod that had been developed.

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.