

Birds Hill Nursing Home Limited

Eagles Mount Care Home

Inspection report

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22 October 2020

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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
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Eagles Mount Care Home is a nursing and care home for up to 72 older people some of whom were living with dementia or had nursing needs. At the time of this inspection 15 people were living or staying at Eagles Mount Care Home.

The home is purpose built and is divided into three separate living units. The provider was in the process of undertaking extensive refurbishment to the lower floor of the premises. We acknowledge our inspection took place during the Covid 19 pandemic which had had a significant impact on both people and staff in the service during the early days of the pandemic. Throughout this difficult time people and staff had been well supported by the management team.

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

There was a calm and welcoming atmosphere at Eagles Mount Care Home, people were relaxed and chatting to staff who were attentive to their needs. Risks to the premises had been assessed and regularly reviewed. Action had been taken to address specific risks such as the use of portable heaters, safe storage of razors and ensuring heavy items of furniture such as wardrobes were secured to reduce the risk of harm to people.

Staff confirmed they understood the risks and actions needed to minimise the risk of avoidable harm. One member of staff told us, "All the wardrobes are secured now."

Medicines were managed safely and stored securely. Additional audits and processes had been implemented to ensure people had their topical medicines administered as prescribed. Each bedroom had a small, secure cabinet installed for people to store any items that may pose a risk to them or others. These items could include razors and dissolvable denture cleaning tablets.

People, staff and visitors to Eagles Mount Care Home were protected from risks of infection as policies and staff practices were reflective of current best practice guidance. Staff had access to personal protective equipment (PPE) and the home was active in carrying out whole home testing in response to the coronavirus health risk.

The provider had made amendments to audits, policies and processes to ensure effective governance and highlight potential shortfalls to improve the safety and quality of care people received.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk.

Rating at last inspection and update

The last rating for this service was requires improvement (published March 2020). We identified a continued breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities)

Regulations 2014. Enough improvement had been made at this inspection and the provider was no longer in breach of Regulation 17.

Why we inspected

We undertook this targeted inspection to monitor the service to check the provider had addressed the shortfalls identified in the previous inspection. This targeted inspection found improvements had been made in all areas where shortfalls had previously been identified.

CQC have introduced targeted inspections to follow up on specific concerns. They do not look at entire key questions, only the part of the key question we are specifically concerned about. Targeted inspection 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 and well-led sections 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.

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 as 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.

Details are in our safe findings below.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question as 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.

Details are in our well-led findings below.

Inspected but not rated

Eagles Mount Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check the provider had taken action to correct shortfalls identified in the previous inspection. Shortfalls identified included environmental risk assessments, topical medicine management, some aspects of infection prevention and control and a repeated breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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 conducted by one inspector.

Service and service type

Eagles Mount Care Home 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. During this inspection the provider was in the process of removing their registration to provide nursing care.

Although the service did not have a current manager registered with the Care Quality Commission. The provider had employed a manager who was due to start their employment at the service on 26 October 2020. A registered manager 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 visit was unannounced.

What we did before the inspection

We reviewed information we had received about the service since our last inspection. We sought feedback from the local authority who work with the service. We used the information the provider sent us in the

provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with two people who used the service, and spent time observing and listening to how staff interacted with people. The service had two deputy managers and we spoke with both of them, we also spoke with the facilities director and infection control lead, the maintenance technician, the operations director and the managing director.

We reviewed a variety of records relating to the management of the service. This included infection control audits, infection control policies, medicine management processes, risk assessments in relation to equipment and premises and policies and audits relating to the governance of the service.

After the inspection

We continued to seek clarification from the managing director 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.

At the last inspection this key question was rated as requires improvement. This meant some aspects of the service were not always safe and there was a limited assurance about safety. We have not changed the rating of this key question, as we have only looked at part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about environmental risk assessments, topical medicine management processes and some aspects of infection prevention and control. We found improvements had been made in the areas we inspected. We will assess all of the key questions at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risk assessments of the environment had been completed and where changes to risk had occurred, reviews to risk assessments had been made.
- Wardrobes had been secured to the wall to ensure people's safety from risk of these large items falling on them.
- Although the service was not using any portable heaters at the time of our inspection due to the warmer weather, we reviewed all the risk assessments completed for previously used portable heaters. Portable heaters had robust individual risk assessment which covered all areas of risk such as, trip hazard, fire, burn and scald. These risk assessments also covered the mental capacity of the person using the portable heater and were reviewed to assess their use depending on the temperature of the weather.
- The provider had installed small, secure cabinets in each bedroom to enable personal items that could pose a risk to people's safety to be safely stored. These items could include razors and denture cleaning tablets which can pose a choking hazard if swallowed.

Using medicines safely

- Medicines were managed safely. We reviewed a selection of people's topical creams. Topical creams are only effective for a specific period once opened. People's topical creams had the date they were opened clearly recorded on them to ensure staff could be certain these medicines were still effective.

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 providers prevention and control policy was up to date.

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.

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 check concerns we had around the governance and oversight of the service, specifically regarding premises risk assessments, audits and quality control processes around the management of topical medicines and infection prevention and control processes. We found improvements had been made in the areas we inspected. We will assess all of the key questions at the next comprehensive inspection of the service.

At our last inspection the provider had failed to ensure their quality assurance systems and governance of the service was effective. This was an ongoing breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Enough improvement had been made at this inspection and the provider was no longer in breach of Regulation 17.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Improvements had been made to the quality assurance systems and processes within the home. Amendments had been made to audits, policies and processes to ensure effective governance and highlight potential shortfalls to improve the safety and quality of care people received.
- The provider had implemented the following audits, policies and amendments to their governance systems; maintenance audits and risk assessments for portable heaters, razor risk assessments and a shaving and safe storage of razor policy. They had also introduced a monthly wardrobe audit to ensure wardrobes were secured safely.
- Amendments had been made to the medicine audit to ensure topical medicines, their storage and application were monitored monthly. Additional guidance had been written for staff on the safe application of creams and a cream audit had been introduced to ensure people's topical medicines were safely administered and stored.