

Bath Centre for Voluntary Service Homes Bathampton Manor

Inspection report

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Ratings

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

Summary of findings

Overall summary

About the service

Bathampton Manor is a care home providing personal care to 20 people aged 65 and over at the time of the inspection. The service can support up to 21 people. The service is a converted older building, with extensive grounds and garden areas.

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

At our last inspection the provider had failed to robustly assess the risks relating to the health safety and welfare of people. At this inspection we found there had been a marked improvement in the assessment of risk to people. People experienced safe care and treatment which was identified in their care plans and communicated on a daily basis to care staff. One person told us they felt safe and well cared for.

People were protected by robust infection control policies and procedures. Staff had received training in infection control and the correct use of personal protective equipment [PPE].

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 12 November 2019) and there was a 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 we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We undertook this targeted inspection to check whether the requirement in relation to Regulation 12 Safe Care and Treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices, requirements, 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.

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 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

Bathampton Manor

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 whether the provider had met the requirements in relation to Regulation 12 (Safe care and treatment) 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

This inspection was carried out by one inspector.

Service and service type

Bathampton Manor 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.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was to be sure we could manage the risks related to Covid 19.

What we did before 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. 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 one person who used the service about their experience of the care provided. We spoke with the nominated individual, registered manager, and team leader. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records. This included four people's care records, risk assessments, and the audit records relating to Infection Prevention and Control. We carried out a tour of the premises and observed staff using personal protective equipment.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from 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 check if the provider had met the requirements in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We will assess all of the key questions at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

At our last inspection the provider had failed to robustly assess the risks relating to the health safety and welfare of people. This was a breach of regulation 12 (Safe Care and Treatment) 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 12.

- We looked at the care records for four people, they all contained clear and concise risk assessments in relation to areas such as, pressure care, choking and nutrition.
- One person's care plan directed staff to guidance in their bedroom and we saw it clearly displayed. We spoke to the person about their care and support and they said they were well cared for and very happy with the support they received.
- Care records clearly indicated when staff had consulted with district nurses about pressure care and the correct settings for pressure relieving mattresses.
- Care plans directed staff to the relevant risk assessments and all records reviewed were current and in line with the person's risk assessment.
- Records were maintained to show that people's dietary intake was being monitored and repositioning charts completed.
- For one person who was unable to be weighed on scales the service had followed guidance for assessing their weight and risk of pressure damage through alternative means, such as the Braden Scale.
- One staff member told us they found the care plans easy to follow and contained sufficient information to provide care and support safely.

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.