

Health and Home (Essex) Limited

Ravensmere Rest Home

Inspection report

13-15 Manor Road
Westcliff On Sea
Essex
SS0 7SR

Tel: 01702330347

Date of inspection visit:
16 February 2022

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29 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

Ravensmere Rest Home is a care home providing accommodation and personal care for up to 24 people. At the time of our inspection there were 10 people using the service.

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

We received information from the local authority raising concerns about staffing levels at the service. We visited the service to check that there was enough staff to meet people's needs.

Staffing levels were appropriate to meet people's needs.

Whilst we had recently looked at infection control processes in the service, we found the service remained clean.

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

The last rating for this service was inadequate (published 23 December 2021).

The service remains in special measures.

Why we inspected

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 undertook this targeted inspection to check on a specific concern we had about staffing levels. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

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.

Follow up

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

The overall rating for this service is 'Inadequate' and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe. And there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it. And it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

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 inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Ravensmere Rest Home

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 received about staffing levels at the service.

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 two inspectors.

Service and service type

Ravensmere Rest Home 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. Ravensmere Rest Home 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

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 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. We used all this information to plan our inspection.

During the inspection

We spoke with two people that use the service and four staff. We reviewed a range of records. This included two people's care records and staff rotas, handover records and accident and incident reports.

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 inadequate. 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 staffing levels. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

- We had received concerns staffing levels were not being maintained. We observed there were enough staff to meet people's needs. Staff responded to people's requests in a timely manner.
- We looked at staff rotas, staff handovers and accident and incident records to check staffing levels were being maintained. Records showed this was the case.
- Staff we spoke with confirmed staffing levels remained consistent. A staff member told us, "We always have four staff in the morning and three staff during the afternoon."
- An accident had occurred on one occasion and one staff member had been absent escorting a different person to hospital. Whilst this staff member was absent, records confirmed three staff were available to meet people's needs. One staff member told us they had witnessed the accident. We could not find any evidence that the absence of one staff member had impacted on care provision.
- We did not look at staff recruitment records at this visit.

Preventing and controlling infection

- We had recently visited to assess infection control processes at the service. During this visit we noted the service remained clean. We did not look at all aspects of infection control at this visit.

Visiting in care homes

The provider continued to facilitate visits for relatives. However, the provider continued to demonstrate a lack of understanding regarding facilitating visits from professionals. Professionals had tried to visit Ravensmere Rest Home on a number of occasions, to undertake safeguarding visits and reviews but the provider had either cancelled the planned visit by the Local Authority or did not respond to emails in a timely manner to enable the visit to take place.

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.