

Sutton And Cheam Elderly People's Housing Association

Eversfield House

Inspection report

45 Mulgrave Road
Sutton
Surrey
SM2 6LJ

Tel: 02086426661

Date of inspection visit:
07 May 2021

Date of publication:
15 June 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Eversfield House is a residential care home providing personal care for up to 24 older adults. There were 22 people using the service at the time of our inspection.

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

The provider had responded positively to a recent infection prevention and control audit by the Clinical Commissioning Group (CCG). We found they had improved since this audit and the CCG confirmed all the concerns they raised had been resolved after our inspection.

Staff supported people to keep in regular contact with loved ones through regular phone and video calls and visits in line with guidance. The provider had recently installed a pod in the garden to accommodate visits which relatives could access without entering the home. Visitors were asked COVID-19 screening questions on arrival and had their temperature checked. A COVID-19 lateral flow test was carried out on visitors who were not on the national testing programme as part of keeping people safe.

The provider trained staff and people using the service in relation to COVID-19, infection control and safe use of PPE. The service had sufficient levels of PPE which staff used in accordance with current guidance. The home had an area for staff to don and doff (put on and take off) personal protective equipment (PPE). Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The registered manager was experienced and understood their role and responsibilities, as did staff. People and staff were very positive about the registered manager and told us they communicated well with them about any changes to the service. People felt listened to.

There was a comprehensive programme in place to review the quality and safety of the service. Where improvements were identified as being required, these were addressed promptly.

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 February 2018).

Why we inspected

The inspection was prompted in due to concerns received from the CCG relating to infection prevention and control practices and their oversight at the home. We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well-led sections of this full report.

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?

Further information is in the detailed findings below.

Inspected but not rated

Is the service well-led?

The service was well-led.

Details are in our well-Led findings below.

Good ●

Eversfield House

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. We looked at the overall quality of the service and provided a rating for the service under the Care Act 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 undertaken by one inspector.

Service and service type

Eversfield 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. Eversfield House does not provide nursing care.

Notice of inspection

We announced this inspection right before our site visit to gather information about any risks relating to the coronavirus to ensure the safety of the inspector.

What we did before the inspection

We reviewed the information we held about the service including statutory notifications received about key events that occurred at the service and feedback from the local authority. 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 spoke with two people using the service, two care workers and the registered manager. We undertook general observations around the service and reviewed infection prevention and control processes.

After the inspection

We continued to liaise with the registered manager and seek clarification about the evidence gathered. We reviewed additional documentation relating to the management of the service. We liaised with a representative from the CCG who carried out infection control audits of the service prior to and following our inspection and we reviewed their reports.

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 good. At this inspection we focused on infection prevention and control practices so we have not re-rated this key question. Therefore, the rating for this key question remains the same. This meant people were safe and protected from avoidable harm.

Preventing and controlling infection

- People were positive about infection control practices in the service. One person told us, "Staff wear masks, gloves and aprons. It's always clean, there's quite a few people cleaning. They clean very well."
- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured 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 registered manager had assessed risks to individual staff and people and gave us examples of precautions they had taken for individuals. However, they had not recorded these assessments formally. The registered manager told us they would record their risk assessments as soon as possible. □
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Continuous learning and improving care; managers and staff being clear about their roles, understanding quality performance, risks and regulatory requirements

- The registered manager understood their role and responsibilities and people and staff spoke very positively about them and the way they managed the service. One person told us, "It's very good! Jolly good! We're looked after very well."
- The registered manager was experienced and our discussions showed they understood their role and responsibilities. The registered manager was supported by a deputy manager and senior staff.
- The provider had a system of audits to check people received a good standard of care. These included checks of daily care logs and medicines records, care plans and risk assessments, staff recruitment records and staff training and support.
- The provider had sent us notifications in relation to significant events that had occurred in the service as required by law.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager communicated well with people and staff about any developments at the service. People told us the usual regular meetings with relatives and people using the service had been cancelled due to the pandemic. However, people told us the manager was always available to speak with them about any issues and always responded to comments they made. Staff supported people to keep in contact with their loved ones through video and phone calls and visits to the service in line with guidance.

Working in partnership with others

- The provider communicated with external health and social care professionals, specialist nurses and GPs to ensure people received the care they needed. The registered manager responded well to an infection prevention and control audit carried out by the local CCG to address all concerns in a timely manner.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong.

- The registered manager understood their duty of candour responsibilities. People and staff told us their management style was open and transparent.