

Firstsmile Limited

Kibworth Court

Inspection report

Kibworth Court Residential Care Home
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Leicestershire
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Website: www.newbloom.co.uk

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12 January 2022

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10 February 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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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Kibworth Court is a residential care home providing personal care for up to 45 older people in one adapted building. At the time of our inspection, there were 35 people using the service, many of whom were living with dementia.

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

Staff followed infection prevention and control procedures to protect people from the risk of infections and COVID-19 as far as possible. Staff wore the recommended personal protective equipment when working in the service and providing care and support. The provider had made improvements to the maintenance and cleanliness of the premises. Further improvements were needed to ensure standards were embedded into staff working practices, and ensure consistency in cleaning and housekeeping.

People and staff were supported to participate in regular testing for COVID-19. People were able to have visits from their relatives in line with current government guidance. The provider understood the requirement to make sure all non-exempt care staff and other professionals visiting the service had been vaccinated with a complete course of an authorised vaccine for COVID-19.

The provider and registered manager had further developed audits and checks to ensure shortfalls were identified and timely action taken. Housekeeping and cleaning audits required further development to identify areas where cleaning standards were not consistent or fully embedded into staff working practices.

Rating at last inspection and update

The last rating for this service was requires improvement (published 11 September 2021) and there were breaches of regulations.

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 in Safe and Well-Led and the provider was no longer in breach of regulation 12 or regulation 17.

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

Why we inspected

We undertook this targeted inspection to review whether the Warning Notice we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The warning notice also detailed our concerns about infection prevention and control measures at the service and the breach of Regulation 12.

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.

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

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection 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

Is the service well-led?

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

Kibworth Court

Detailed findings

Background to this inspection

The inspection

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

We checked whether the provider had met the requirements of the Warning Notice in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The warning notice detailed our concerns about the provider's failure to have effective oversight and governance of the service. This included lack of oversight of infection prevention and control measures at the service. We required the provider to be compliant with the regulation by 15 October 2021.

Inspection team

The inspection was carried out by one inspector and one inspection manager.

Service and service type

Kibworth Court 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.

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 sought feedback from the local authority who commission care for some of the people using the service. We focused our inspection planning on concerns in relation to infection control and prevention and governance, in order to

assess if the service was safe and well-led.

During the inspection

We spoke with three people who used the service and three staff including the registered manager and housekeeping staff. We also met with the provider and the director of quality.

We reviewed infection prevention and control procedures and practices in the premises. We observed staff using personal protective equipment. We also reviewed cleaning schedules and audits and records relating to quality assurance.

After the inspection

We continued to seek clarification from the provider to validate evidence around staff vaccination for COVID-19, risk assessments, contingency planning, policies and procedures and provider oversight.

Is the service safe?

Our findings

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 have specific concerns about. We will assess all of the key question at the next comprehensive inspection of the service.

The purpose of this inspection was to check the provider had made sufficient improvements since the last inspection.

How well are people protected by the prevention and control of infection?

At our last inspection in June 2021, we found the provider had failed to ensure robust arrangements were in place to ensure all aspects of infection control and environmental safety were safely managed. 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 will assess all of the key question at the next inspection of the service.

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The provider had implemented measures to improve housekeeping and maintenance. This included the appointment of a new maintenance person and a head housekeeper. Although we found improvements in overall standards of housekeeping, evidence showed these were not consistent in staff working practices. For example, we found dirt and dust on skirting boards in some people's rooms. We also found cobwebs around the ceilings and tops of windows in some people's rooms and in the laundry. This indicated rooms were not always cleaned in a consistent manner.
- The head housekeeper was responsible for undertaking spot checks of all rooms, but they were engaged with other tasks, such as laundry, which meant checks were limited to a small amount of rooms per shift.
- The provider had engaged some agency staff to undertake some housekeeping roles until they recruited suitable applicants.
- The registered manager told us they would ensure more consistent standards in cleaning following our inspection visit.
- The provider had replaced bed mattresses and linen following our last inspection visit. There was a continued programme of refurbishment in progress.
- Records showed reporting and recording of maintenance concerns was much improved. Repairs were undertaken in a timely way to ensure the environment was safe for people.
- We were assured that the provider was admitting people safely to the service. New admissions were required to have a negative test for COVID-19 and undertake regular testing once they have moved into the service.
- We were assured that the provider was using Personal Protective Equipment (PPE) effectively and safely. We observed sufficient stocks of PPE were available to staff and visitors. Staff wore PPE appropriately.
- We were assured that the provider was accessing testing for people using the service and staff in line with current government COVID-19 guidance.

- We were assured that the provider was meeting shielding and social distancing rules. People were able to isolate in their rooms or areas of the premises could be sectioned off where people would be too distressed to cope with self isolation.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The registered manager had developed robust contingency plans to manage risks associated with infections such as COVID-19. This included individual risk assessments where people were assessed as being particularly vulnerable to infections.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance. Relatives were able to visit their family member in the person's room or in a designated visiting area. We observed relatives visiting during our inspection visit.
- We were assured that the provider was preventing visitors from catching and spreading infections. Visitors were required to undertake testing prior to entry and wear PPE during their visit.
- We were assured that the provider's infection prevention and control policy was up to date.

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.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

Is the service well-led?

Our findings

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 have specific concerns about. We will assess all of the key question at the next comprehensive inspection of the service.

The purpose of this inspection was to check the leadership and governance of the service. We also checked whether the provider had met the requirements of the warning notice we previously served in relation to Good Governance.

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

At our previous inspection in June 2021 we found the provider had failed to ensure effective governance and oversight of the service to protect people from the risk of harm. This was a breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough timely action had been taken and the provider was no longer in breach of regulation 17.

- The provider had submitted an action plan in response to the findings of our last inspection in June 2021. We were able to confirm actions marked as completed in the action plan had been completed and improvements made. This included maintenance works to ensure the premises were safe and renewals of bedding and mattresses.
- Audits and checks of cleaning standards were not always effective and required further development. Checks were fragmented and did not fully address inconsistencies in the standards of cleaning undertaken by staff. The registered manager acknowledged this and told us work was already underway to ensure standards were embedded in all staff working practices.
- Audits to monitor and improve the service had been developed were completed regularly. These included checks across a range of areas including medicines, care plans and infection prevention and control.
- The registered manager undertook daily walks around the service. If they identified areas where practice needed to improve, they took time to address this with individual staff.
- A representative from the provider undertook regular themed audits and checks to ensure compliance.
- Findings from audits and checks were used to drive improvement. For example, any environmental risks had been identified and referred to maintenance for timely action.