

Milkwood Care Ltd

Castleford House Nursing Home

Inspection report

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Date of inspection visit:
24 May 2021

Date of publication:
16 June 2021

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

Castleford House Nursing Home is a residential care home which can provide personal and nursing care to 43 people aged 65 and over, some who live with dementia. At the time of the inspection 35 people were receiving this support. People were accommodated in one adapted building which provided single bedrooms with additional communal facilities; toilets, bathrooms and communal rooms to eat in and safely relax in.

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

Arrangements were in place for the safe management of people's medicines. Staff who administered medicines were appropriately trained and had their knowledge and competency reviewed regularly. Relevant records were maintained and audited to ensure these were correctly completed and to identify any shortfalls which were addressed if found. Following a concern identified by this auditing process, the registered manager had introduced a new protocol. This provided improved clarity on the process to be followed when medicines were to be administered, in the care home, by a visiting healthcare professional. This would ensure this concern did not arise again.

People told us they were provided with the support they needed to take their medicines. One person said, "The nurse brings them, and I take them, they all go down together."

We were assured the service was following safe infection prevention and control procedures to keep people safe. There were extensive arrangements to support safe visits by nominated visitors (family members, friends and legal representatives) including regular support provided by those identified as essential care givers.

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 Outstanding (published 24 October 2018).

Why we inspected

We undertook this targeted inspection to check on a specific concern which the service had notified us of in relation to medicines. The overall rating for the service has not changed following this targeted inspection and remains Outstanding.

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.

We found action had been taken to mitigate the risk of this concern reoccurring.

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.

Please see the safe section of this full report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Castleford House Nursing Home on our website at www.cqc.org.uk.

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 Good. 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

Castleford House Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection on a specific concern which the care home had reported to us in relation to medicines.

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

Castleford House Nursing 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.

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. 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.

We used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service and one relative about their experience of the care provided. We spoke with the registered manager, three nurses and head housekeeper.

We reviewed a range of records related to the management of medicines and infection, control and prevention. This included relevant policies, procedures and risk assessments.

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. 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 look at the management of medicines following a report by the service, to us, about a concern relating to this. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

- People received the support they needed to take their prescribed medicines. One person said, "The nurse brings them, and I take them, they all go down together."
- The staff training record and individual training certificates showed staff were up to date with relevant medicines training.
- Regular medicine audits and stock counts were completed and recorded to ensure safe practice was maintained and to identify any areas of concern.

Learning lessons when things go wrong

- Following the identification of a medicines concern, through the home's own medicine auditing process, a new best practice protocol had been introduced. This provided clarity, to the nurses employed by the care home and to visiting healthcare professionals, on the process to be followed when controlled medicines, stored by the care home, were to be administered by a visiting healthcare professional.
- Staff employed by the care home, who were responsible for the administration of medicines, discussed the new protocol with us and all were clear about their responsibilities in relation to this.

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 provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.