

Selborne Care Limited

Selborne Mews

Inspection report

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14 June 2021

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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

About the service

Selborne Mews is a care home and accommodates up to 20 people with learning disabilities. Some people living at the service were also diagnosed with mental health conditions and had complex support needs.

At the time of our inspection 13 people were living at the service.

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

At our last inspection on 06 May 2021 we found care and treatment was not always provided in a safe way. There was a lack of provider oversight which meant risks to people's safety had not always been identified and responded to appropriately. Systems to monitor the quality and safety of the service were ineffective and placed people at the risk of harm. Systems in place to manage the control of infection were not effective and did not always follow current government guidance in relation to COVID-19.

At this targeted inspection we only looked at the progress on the management of Infection Prevention and Control. We found the required improvements had been made and the warning notice in relation to regulation 12 (2) (h) was met.

Checks were carried out on visitors to the service to prevent the spread of COVID-19. Regular testing in line with government guidelines for COVID-19 took place for people and the staff team. Staff were wearing Personal Protective Equipment (PPE) appropriately. There were sufficient supplies of PPE located around the service and arrangements were in place for staff to safely remove and dispose of PPE. People's health and wellbeing was monitored. People were observed for symptoms of COVID-19 and other potential infections. The home was clean. Cleaning schedules had been enhanced to include additional cleaning in relation to COVID-19. The management team communicated regularly with people, staff and relatives about COVID -19 to make sure everyone understood the precautions in place to keep people safe.

For more details and for full information on the enforcement action taken on other shortfalls following our inspection on 06 May 2021 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 inadequate (published June 2021) and there were three breaches of the regulations.

Why we inspected

We undertook this targeted inspection to monitor progress on the Warning Notice we issued in relation to Infection Prevention and Control and the management of COVID 19.

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 finding below.

Inspected but not rated

Selborne Mews

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Selborne Mews is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 who was in the process of registering with the Care Quality Commission.

Notice of inspection

The inspection took place on the 14 June 2021 and was unannounced.

What we did before inspection

We reviewed information we had received about the service. We sought feedback from the local authority. We reviewed the information received 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 this information to plan our inspection.

During the inspection

We looked at a variety of records relating to the management of infection prevention and control and we carried out a tour of the premises.

After the inspection

We asked for information about COVID-19 vaccination of people and staff and this information was sent to us.

Is the service safe?

Our findings

At the last inspection this key question was rated as inadequate. This meant people were not safe and were at risk of avoidable harm. We issued a Warning Notice in relation to infection prevention and control and also took some additional enforcement action.

At this inspection we only looked at issues in relation to the warning notice we served regarding infection prevention and control only. The provider has met the warning notice part of regulation 12 (2) (h).

Preventing and controlling infection

- At our last inspection we were not assured that the provider was promoting safety through the layout and hygiene practices of the premises. People's individual living environment was not always kept clean. At this inspection we saw improvements had been made and cleaning schedules were in place and followed by staff. There was also work underway to improve people's living accommodation including fitting new flooring and replacing furniture and this work taking place when we visited.
- At our last inspection we were not assured the provider was using PPE effectively and safely. People's individual needs regarding the required level of PPE had not been risk assessed in line with government guidance. Individual risk assessments were now in place and these specified the required level of PPE staff needed to wear when supporting people and staff were following these risk assessments.
- At our last inspection we were not assured infection outbreaks would be well managed because the manager of the service had not kept up to date with current guidance. At this inspection staff managing the service demonstrated knowledge and understanding of government guidance in relation to COVID-19.
- At our last inspection we were somewhat assured that the provider's infection prevention and control policy was up to date. However, the manager had not kept up to date with the providers policy and recent changes in government guidance. At this inspection we found staff managing the service demonstrated an understanding of their own policy and procedures and these were being effectively followed.
- 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 accessing testing for people using the service and staff.