

Moulsham Residential Home (Chelmsford)  
Limited

# Moulsham Home

## Inspection report

116-117 Moulsham Street  
Chelmsford  
Essex  
CM2 0JN

Tel: 01245350750

Date of inspection visit:  
23 June 2020

Date of publication:  
16 July 2020

## 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

Moulsham Home is a care home providing accommodation for up to 23 older people, including people living with dementia. At the time of the inspection there were 18 people living at the home.

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

We received information raising concerns about staffing and how people using the service were being kept safe. We wrote to the provider and asked for information around their systems and processes. This included policies staffing rota's, assessment of needs, the preferred times people wanted to get up and the current policy and procedure for managing people's safety (safeguards).

We inspected the home from 06.00am to see how care was being provided against the information the provider had shared with us. During the inspection call bells were answered in a timely manner and staff were knowledgeable about people's needs and how they wanted to be cared for. This included what time they wanted to get up and when/what they had for breakfast.

We found people were protected from the risk of acquiring infections and the service was clean. Personal protective equipment was readily available to staff and all staff were following the latest guidance.

Prior to the inspection we received information that safeguarding processes were not being followed. Whilst we did not identify any additional concerns in relation to Moulsham Home, we found that the provider's policy needed further clarity, to reflect best practice, ensure staff were aware of the escalation processes required, to share information and ensure people were safe from harm. We have made a recommendation about this. The registered manager was working closely with the local safeguarding team to reflect on the current practice within the service to ensure that lessons were learned and to make improvements where needed.

### Rating at last inspection

The last rating for this service was Good (published 22 September 2017).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about staffing levels, safeguarding concerns and infection control risks. A decision was made for us to inspect and examine those risks.

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 no evidence during this inspection that people were at risk of harm from these concerns.

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 Moulsham Home on our website at [www.cqc.org.uk](http://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?**

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.

The purpose of this inspection was to check a specific concern we had about Moulsham Home

We will assess all of the key question at the next comprehensive inspection of the service.

### **Inspected but not rated**

# Moulsham Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about staffing levels and infection control. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

This inspection was undertaken by two inspectors.

#### Service and service type

Moulsham 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 inspection

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 the information the provider sent us 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 of this information to plan our inspection. We had requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

#### During the inspection

We spoke with 10 members of staff including the registered manager. We used the Short Observational

Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

# 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 explore the specific concerns we had about Moulsham Home. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Some improvements were required to ensure systems and processes to prevent the risk of abuse were effective. The policy the provider had in place was generic and required further clarification to ensure escalation processes were clear to staff. This included clarity on how staff will be supported/managed when they are included in complaints and or safeguard concerns.

We recommend the provider seek advice and guidance from a reputable source, about strengthening their own and staff knowledge about their responsibility to escalate and report concerns in relation to safeguarding people from abuse.

Staffing and recruitment

- Enough staff were available to provide care to meet people's needs safely.
- We had received concerns that people were being supported to get up very early and without choice. During the inspection we observed staff responding to call bells appropriately. People that were up confirmed this was their choice. One staff member told us, "We only get people up when they buzz, if they don't want to get up that's fine." One person wanted to stay in bed and staff supported them to do this.
- As part of their role the cook supported people to have breakfast. People were asked individually what they wanted for breakfast and were offered cereals/porridge first, which most people had. Then people were offered a cooked breakfast. A choice of tea, coffee and juices were also offered. One person told us, "My breakfast is lovely today and lovely every day."
- We did not look at staff recruitment on this targeted inspection. However, on previous inspections no concerns had been identified in this area

Preventing and controlling infection

- We received concerns staff were not wearing personal protective clothing in line with current guidance or following best practice for reducing the risk of cross contamination in the laundry.
- There was no soiled or clean washing in the laundry room. It was well organised and clean. Staff were able to describe the process to separate clean and soiled laundry to reduce the risk of cross contamination. One staff member said, "We have different coloured baskets for clean and soiled laundry, all soiled laundry is put in a red bag and goes through a sluice wash."
- Other areas in the service were clean and staff had access to hand washing facilities.
- Guidance for hand washing, personal protective equipment and infection control were displayed in the

service. Staff had access to personal protective equipment which we observed staff wearing appropriately.