

Edgemont View Limited

Edgemont View Nursing Home

Inspection report

160 High Street
Oldland Common
Bristol
BS30 9TA

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Date of inspection visit:
16 December 2021

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14 January 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Edgemont is a residential care home providing personal and nursing care to 18 people aged 65 and over at the time of the inspection. The service can support up to 21 people.

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

Relatives described safe infection control procedures in place, when they visited the home. They told us there had been occasions when they felt more staff were needed, but understood staffing was a challenge across the sector at present and these were individual occasions rather than a general concern. Relatives raised no concerns about the care provided by staff and felt people were well cared for. Comments included, "never had any concern, staff come straight away when asked", and "there has always been staff around to ask questions."

We found that infection control procedures were followed in line with guidance set out during the pandemic. Staff wore masks and there were good supplies of Personal Protective Equipment (PPE) evident throughout the home. Staff described the procedures they followed whilst delivering personal care. There were suitable arrangements in place for visitors to the home. This included taking temperatures and making sure a Lateral Flow Test (LFT) was carried out.

There were sufficient numbers of staff to ensure people were safe and their needs met. During the day, there were four care staff plus a nurse. At night, one nurse was on duty and either one or two care staff.

Staff felt well supported by the registered manager and able to raise and report concerns. There were systems in place to monitor the quality and safety of the service

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 9 December 2021). The rating has not changed as a result of this inspection as this was a targeted inspection looking at specific concerns.

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing, infection control and governance. The overall rating for the service has not changed following this targeted inspection and remains Good.

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 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

Is the service well-led?

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

Edgemont View Nursing Home

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.

This was a targeted inspection to check on a specific concern we had about staffing, infection control and governance.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Edgemont View 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.

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

This was a targeted inspection in response to specific concerns raised with us. We reviewed all information available to us.

During the inspection

We reviewed infection control procedures, spoke with the registered manager and four members of staff.

After the inspection

We spoke with four relatives. We continued to seek clarification from the provider to validate evidence found. We reviewed relevant infection control policies.

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.

Staffing

- Relatives told us there had been occasions when they felt more staff were needed, but these were individual situations rather than a general concern about staffing levels. They told us people were well cared for when they visited and their personal care needs were met. Comments included, "staff are lovely, can't fault the staff", and "I feel happy about the environment she's in. She always looks clean and tidy."
- The manager told us that during the day, there would be four care staff on duty plus a nurse. At night they would expect one nurse and one care staff. Staffing was based on dependency levels for those people who lived in the home. Staffing was increased where required for example where people's needs changed.
- During our inspection there were sufficient staff on duty to meet people's needs. Staff told us that as expected there were days that were difficult, due to last minute staff sickness or people's needs fluctuating. However, staffing generally worked well and staff worked well as a team.
- The registered manager told us that the home was fully staffed with no current vacancies. There had been very few occasions in the last six months when the use of agency staff had been necessary.

Preventing and controlling infection.

Prior to this inspection we had specific concerns about infection control in the home, in particular use of PPE and procedures for carrying out tests on visitors to the home.

- We were assured the provider followed guidance to help prevent cross infection when anyone visited the home. There was PPE available at the entrance to the home and hand sanitisers situated throughout the building. People's temperatures were taken and they were required to show a negative LFT test before entering the building. If a person needed to take an LFT test on site, there was a dedicated area of the home for this purpose with a separate entrance from the outside. Four relatives we spoke with, confirmed these procedures.
- 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. Staff all confirmed they had sufficient supplies of PPE and described safe procedures for wearing and disposing of PPE when delivering personal care. Staff were all wearing masks during our visit.
- 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.

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. 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.

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

- Prior to the inspection, we received concerns that the manager wasn't supportive or approachable when concerns were raised. Staff told us they felt very well supported. Comments included, "she (the manager) is approachable, someone you can go to" and "you can speak with her, she's nothing but supportive".
- When concerns were raised with the registered manager, we saw that investigations took place and the concerns were taken seriously.
- Staff told us they worked well together as a team and morale was good. One member of staff commented "it's such a good team".
- There were checks and audits in place in order to monitor safety and quality. For example, we viewed the latest infection control audit and saw that cleaning schedules were in place so that cleanliness and hygiene could be monitored.