

Altham Care Limited

Altham Care Home

Inspection report

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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

Altham Care Home is a residential care home providing personal care and support to 22 people aged over 65, at the time of the inspection. The service can support up to 36 people. The service can also provide support to people who were living with dementia.

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

There were sufficient numbers of staff to meet people's needs. People looked settled and we observed good interactions between staff and people living in the home. Any calls for assistance were promptly responded to.

We noted there had been recent changes to the management structure and a deputy manager had been employed. The registered manager was known to people and worked flexibly around the service; this enabled her to monitor staff practice in all areas of care and support.

All areas of the home that we looked at, were clean, well maintained and odour free. There was a refurbishment plan in place, and we observed improvements had been made to the home since the last inspection. We observed management and staff using personal protective equipment (PPE) safely. Designated domestic staff were available and cleaning schedules were being followed. The provider was accessing regular COVID-19 testing and the majority of staff and all people living in the home had been vaccinated. Safe visiting processes were in place in accordance with the current guidance.

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 requires improvement (published 12 August 2020).

At the last focused inspection of 28 July 2020, we looked at the breaches of regulation found at the comprehensive inspection of January 2020; we looked only at the requirements made in the key questions of safe and well led. At that time, the provider demonstrated that improvements had been made. However, the breaches of regulation in the key questions effective, caring and responsive were not looked at.

Why we inspected

This targeted inspection was prompted in part due to specific concerns received about staffing numbers, cleanliness and staff responsiveness. A decision was made for us to inspect and examine those risks. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

The Care Quality Commission (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 also 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.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Altham Care 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

Altham Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about staffing levels and responsiveness, cleanliness and the environment and medicine practice.

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

The inspection was carried out by one inspector.

Service and service type

Altham Care 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 CQC. 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 and reviewed information from statutory notifications sent to us by the service about incidents and events that had occurred at the home. A notification is information about important events, which the service is required to send us by law.

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 this information to plan our inspection.

During the inspection

We observed how staff provided support for people to help us better understand their experiences of the care they received. During the inspection visit, we spoke with two people living in the home, one visitor, the registered manager and a director of the service.

We looked at most areas of the home and observed staff interaction. We looked at records relating to the management of the home including, staffing rotas, care charts, infection control and medicine management audits and cleaning schedules.

After the inspection

We continued to seek clarification from the provider to confirm evidence found. We looked at a recent report from the infection prevention and control lead nurse (May 2021); we noted the provider had responded to good practice advice shared in the report. We also looked at the recent visit report from the local authority contracts monitoring team (May 2021); we noted no concerns were raised.

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 and recruitment

Prior to the inspection, we received concerns about the numbers, responsiveness and availability of staff.

- The registered manager ensured there were sufficient staff to meet people's needs. Staffing rotas reflected any shortfalls, due to leave or sickness, were covered by existing staff. There were enough ancillary staff and the registered manager worked flexibly in the home and provided out of hours support as needed.
- We observed staff spending time with people and good interactions between staff and people living in the home. Any calls for assistance were promptly responded to. People looked content and settled. We spoke with two people who told us they were happy.
- The registered manager confirmed the staffing team was fully recruited. There had been changes to the management team and a deputy manager had recently been employed and worked as part of the staff team; the deputy manager would provide management support to the registered manager.

Using medicines safely

Prior to the inspection, we received concerns about poor practice in relation to medicines management.

- We noted regular training and checks on staff practice in this area were carried out. We noted regular audits were carried out and no areas of concern had been identified.

Preventing and controlling infection

Prior to the inspection, we received concerns about poor hygiene and cleanliness in the home.

- All areas of the home that we looked at, were clean, well maintained and odour free. There were infection control policies and procedures for staff to refer to and they received training in this area. We observed management and staff using PPE effectively and safely.
- Designated domestic staff were available; cleaning schedules were in place which were kept under review. We discussed making additions to the cleaning schedule; the registered manager agreed to address this.
- The provider was promoting safety through the hygiene practices of the premises and was accessing regular testing for people using the service and staff. We were told all people living in the home and the majority of staff had been vaccinated against COVID-19.
- The local authority infection control and prevention team had carried out a recent visit to review practice and compliance in this area. The provider was addressing any recommendations made.
- The provider was facilitating visits for people living in the home in accordance with the current guidance. We spoke with one visitor who said, "Everything is very good. They [staff and management] always go the extra mile."