

ABLE (Action for a Better Life)

Glanmor

Inspection report

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30 September 2020

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15 October 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

Glanmor is a care home providing accommodation and personal care for seven people with mental health needs.

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

At the last inspection we told the provider they needed to improve the fire safety measures in the home, including fitting new fire doors. At this inspection we found the provider had made the improvements necessary to meet legal requirements.

New fire doors had been fitted throughout the home. Fire equipment and the alarm were regularly checked to ensure they were safe. Action had been taken to address all outstanding issues on the home's fire risk assessment.

People told us they felt safe living at Glanmor. Staff were helping people to follow infection prevention and control measures both in the home and when out in the community.

Staff said they had sufficient personal protective equipment and we observed them following good practice during the visit.

The management team had provided support and guidance to staff, enabling them to do their job effectively.

For more details, 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 requires improvement (published 23 July 2019) and there was a breach of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made to fire safety arrangements and the provider was no longer in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Why we inspected

We carried out a comprehensive inspection of this service on 24 June 2019. A breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was found.

We undertook this targeted inspection to check they had taken action to address issues in relation to fire safety. The overall rating for the service has not changed following this targeted inspection and remains requires improvement. CQC have introduced targeted inspections to follow up on breaches of regulations 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 coronavirus and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Glanmor 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 requires improvement. 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

Glanmor

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

As part of this inspection we also 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 team consisted of one inspector.

Service and service type

Glanmor 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. The registered manager 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

We gave the service short notice of the inspection. This was because we needed to be sure that arrangements were in place to maintain infection control procedures during the inspection

What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included the action the provider said they would take to address the shortfalls identified at the last inspection. 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.

During the inspection

We spoke with the registered manager, a support worker and two people who use the service.

We reviewed a range of records relating to fire safety and infection prevention and control.

Is the service safe?

Our findings

At the last inspection this key question was rated as requires improvement. 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 check if the provider had met the requirement notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

At the last comprehensive inspection, in June 2019, the service was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because actions to replace fire doors, identified as necessary in the fire risk assessment, had not been completed.

At this inspection we found the provider had taken the action needed to address fire safety concerns.

- All actions from the provider's fire risk assessment had been completed.
- New fire doors had been fitted throughout the home by a specialist fire safety contractor.
- Fire safety equipment had been regularly serviced and tested to ensure it was working effectively.
- Staff had completed training on fire safety and taken part in fire safety drills.

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 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.
- Although infection prevention and control measures were being implemented effectively, we have signposted the provider to resources to develop their approach to auditing and monitoring.