

HC-One No.1 Limited

Market Lavington Care Home

Inspection report

39 High Street
Market Lavington
Devizes
Wiltshire
SN10 4AG

Tel: 01380812282

Date of inspection visit:
21 October 2021

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10 November 2021

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

Market Lavington Care Home provides personal and nursing care to 43 people aged 65 and over at the time of the inspection. The service can support up to 87 people. The home also has rooms used for short-term periods in agreement with the local authority. These were referred to as 'discharge to assess' rooms.

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

At the last targeted inspection on 17 August 2021 we found the home was not clean and some areas needed repair. We served a Warning Notice for a breach of Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We carried out this targeted inspection to check the provider had carried out the required improvement. We found they had made the necessary improvements.

The home was clean and smelt fresh. Domestic staff were observed carrying out their cleaning and recording their actions in cleaning schedules. The registered manager told us following the last inspection they had organised a deep clean of the home and now had staff to maintain the standard. People's rooms were clean, and people told us they were happy with the standard of cleanliness.

Handrails had been painted which covered exposed wood and enabled them to be cleaned thoroughly. Damage to walls observed at the last inspection had been repaired. Many areas of the home had been re-decorated which made the environment brighter and more homely.

Two bathrooms had been refurbished which provided people with clean modern shower facilities. Repairs had been carried out to other bathrooms to make sure they were safe to use. A dining room we were concerned about had been repaired, cleaned and a new kitchenette installed. This gave staff a safe and hygienic area to prepare food and wash their hands.

Staff were observed to be wearing personal protective equipment (PPE) safely. Staff told us they had plenty of stock available. Staff had been provided training on infection prevention and control good practice such as handwashing and how to put on and take off PPE safely.

People and staff were testing for COVID-19 as per government guidance. Any positive test was reported to the local public health teams and guidance followed. Prior to our inspection two positive COVID-19 results had been reported. The registered manager liaised with public health to make sure safe practices were implemented.

People could have visits from their relatives, which were booked in advance. This enabled the home to safely manage visits and follow government guidance. All visitors had to have a negative Lateral Flow Test prior to entry into the home. Visitors were also required to wear appropriate PPE.

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 16 March 2021) and there was one breach of regulation. The provider completed an action plan after the inspection to show what they would do and by when to improve. We returned to carry out a targeted inspection on 17 August 2021 as we had received concerns about the cleanliness of the building. We found an additional breach of regulation and served a Warning Notice.

At this inspection we found the improvement required for cleanliness had been carried out, so the provider is no longer in breach of that regulation.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. 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 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 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.

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

Market Lavington Care Home

Detailed findings

Background to this inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 15 (premises and equipment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

This inspection was carried out by one inspector.

Service and service type

Market Lavington 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 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

We reviewed information we had received about the service since the last inspection. 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 the inspection.

During the inspection

We spoke with two people who used the service and five members of staff. We also spoke with the registered manager, deputy manager and area director. We reviewed cleaning schedules.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

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 focused 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 requirements of the Warning Notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

At our last inspection the provider had failed to make sure the home was clean and in good repair. This was a breach of regulation 15 (equipment and premises) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 15.

- 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.