

Solehawk Limited

Craigielea Nursing 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

Craigielea Nursing Home provides nursing and personal care for up to 60 older people. 54 people were using the service at the time of the inspection. Some were living with dementia.

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

Risks were well managed. Moving and handling equipment was checked to ensure it was safe. Risk assessments were regularly reviewed and up to date.

Appropriate measures were in place to reduce the risk of infection. Personal protective equipment (PPE) was appropriately stored, used and disposed of. Staff had undertaken additional training in infection prevention and control and regular audits were carried out.

Medicines were safely stored and administered. Records were up to date and regularly audited.

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 29 June 2018).

Why we inspected

We undertook this targeted inspection to check on specific concerns we had received about moving and handling practices, medicines management and due to an outbreak of COVID-19 at the service. The overall rating for the service has not changed following this targeted inspection and remains good.

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 coronavirus and other infection outbreaks effectively.

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

Craigielea Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had received about moving and handling practices, medicines management and due to an outbreak of COVID-19 at the service.

As part of this inspection we looked at the infection prevention and control 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

One inspector carried out the inspection.

Service and service type

Craigielea Nursing 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.

Notice of inspection

This inspection was announced. We gave the service 30 minutes notice of the inspection. This was to ensure we could visit the service safely.

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 professionals who work with the service. We used all of this information to plan our 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.

During the inspection

We spoke with the registered manager, deputy manager and five members of the care and kitchen staff. We spoke with four relatives of people who used the service about their experience of the care provided.

We reviewed a range of records. This included risk assessments, medicine administration records and a variety of records relating to the management of the service, including policies and procedures.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

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 specific concerns we had about moving and handling practices, medicines management and to check on infection prevention and control following an outbreak of COVID-19 at the service. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risks were well managed. Staff understood potential risks and how to mitigate them. Risk assessments were regularly reviewed and up to date.
- Regular checks had been carried out on equipment such as wheelchairs and hoists.
- Staff had been trained in moving and handling. Staff spoke positively about the training they had completed and the support they received from the registered manager.

Preventing and controlling infection

- Appropriate infection prevention and control procedures were in place to reduce the risk of infection and to keep people safe.
- Staff had been trained in infection prevention and control and the use of personal protective equipment (PPE).
- PPE was readily available for staff and stored in wall mounted dispensers. However, some aprons were placed over corridor handrails. These were immediately removed by the registered manager who ordered alternative storage for the corridors.
- Relatives told us they were kept up to date about the latest guidance and visiting arrangements. They spoke positively about communication with the registered manager and staff.

Using medicines safely

- Appropriate arrangements were in place for the safe administration and recording of medicines. Risks associated with medicines were clearly identified and assessed. Medicine administration records were regularly audited.
- Records described the support people required with their medicines. Appropriate guidance was in place for the administration of 'when required' medicines.
- Staff responsible for administering medicines were trained and had their competencies to administer medicines assessed regularly.