

Yara Enterprises Limited

St. Margarets Residential Home

Inspection report

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Sidcup
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Date of inspection visit:
27 October 2020

Date of publication:
01 December 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

St. Margarets Residential Home is a residential care home providing personal care to 19 people aged 65 and over at the time of the inspection. The service can support up to 22 people.

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

Some risks relating to people's care and support were not fully assessed. Risks in relation to fire, were safely managed.

People received their medicines as prescribed. The service was clean and on the whole staff adhered to government guidance on infection prevention and control. We have made a recommendation in relation to following government guidance on new admissions to care homes.

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 24 September 2020). At this inspection we found improvements had been made but the provider was still in breach of regulations.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 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 coronavirus and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St. Margarets Residential Home on our website at www.cqc.org.uk.

Enforcement

We have identified a breach in relation to risk management.

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the service.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will 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 inadequate. 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

St. Margarets Residential 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.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 (Safe care and treatment) 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

St. Margarets Residential 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 did not have a manager registered with the Care Quality Commission. This means the provider is legally responsible for how the service is run and for the quality and safety of the care provided.

What we did before the inspection

Before the inspection we reviewed the information we held about this service, this included previous

inspection reports and information the provider had sent us about important events that had occurred at the service. 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 four members of staff including the manager, the nominated individual, a member of senior care staff and the administrator. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We completed observations of people's care and support and reviewed a range of records. This included four people's care records and multiple medication 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 inspection this key question was rated as inadequate. 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 had 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 our last inspection the provider had failed to robustly assess the risks relating to the health safety and welfare of people. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Not enough improvement had been made at this inspection and the provider was still in breach of regulation 12

- The acting manager told us they were in the process of reviewing people's care plans and risk assessments to ensure they were accurate and up to date. However, they had not prioritised addressing the issues found at our last inspection to ensure risks were assessed and managed.
- One person was living with a wound and whilst there was information from a healthcare professional regarding the support they gave to this person; there was no information for staff regarding the wound or how to support this person safely with it.
- Another person was living with epilepsy and the information in their care plan and risk assessment was inaccurate. This stated staff should administer their medicine if they had a seizure, but there was no emergency medicine prescribed. This placed this person at risk of unsafe care.

We found no evidence that people had been harmed however, systems were either not in place or robust enough to demonstrate safety was effectively managed. This placed people at risk of harm. This was a continued breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- Risks relating to fire safety were now effectively managed. A new fire risk assessment had been completed and changes had been made to the environment to ensure they reduced the risk of a fire occurring.

Preventing and controlling infection

At our last inspection the provider had failed to ensure infection prevention and control measures were effectively implemented. This was a breach of regulation 12 (Safe Care and Treatment) 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 12

- On the whole staff were now wearing personal protective equipment (PPE) appropriately.
- Changes had been made to the environment to support government guidance on social distancing, and we saw people sitting at
- The provider had updated their infection prevention and control policy and staff and people received regular testing for COVID-19.
- Two people had recently been admitted to the service and the provider had not followed government guidance on new admissions to care homes. Whilst they had ensured these new admissions had access to regular testing, they had not encouraged them to isolate for the full length of time required.

We recommend the provider follows government guidance in relation to new admissions in care homes.

Using medicines safely

At our last inspection the provider had failed to ensure people received their medicines as prescribed. This was a breach of regulation 12 (Safe Care and Treatment) 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 12

- The provider had completed regular medicine audits since our last inspection to ensure people received their medicines safely.
- People now received their medicines at the time they were prescribed. The senior care staff we spoke with told us they prioritised people on time sensitive medicine, which meant medicines were administered at the correct time.
- Some people were prescribed medicines on an 'as and when' basis and there were clear guidelines in place about when staff should administer these medicines. People's medicine administration records (MARs) showed these had been administered when needed.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>The provider had failed to ensure that risks relating to people's care and support were appropriately assessed.</p>