

Tamaris Healthcare (England) Limited

Howdon Care Centre

Inspection report

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24 November 2022

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Howdon Care Centre is a care home providing personal and nursing care for up to 90 people across four units, including a winter pressures assessment unit. The winter pressures unit is for people waiting for a care package at home or admission to a long term care facility. At the time of inspection there were 75 people living at the home, some of whom were living with dementia.

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

We carried out this inspection because we received concerns about infection prevent and control (IPC). When we visited; we found action had been taken to improve. The home was clean and staff followed government guidance in relation to the safe use of PPE.

A quality monitoring system was in place. However, this was not always effective at ensuring improvements made were sustained. Whilst we acknowledged steps to improve had been taken when we inspected; the home had a history of non-compliance with the regulations including those relating to IPC. We sought further reassurance from the provider that these improvements would be maintained.

There had been a number of management changes at the home over recent years. There was registered manager in post. She was the regional manager and employed in an interim position until a permanent registered manager was in post. The registered manager had been supporting another of the provider's care homes and had not been at Howdon Care Centre during the time period leading up to the inspection. She returned to the home immediately prior to the inspection. There was a new manager in place on the day of our visit to the home; however, they chose to resign before the end of our inspection. We have made a recommendation that the provider reviews the management and support of the home.

We wrote to the nominated individual following our visit to request how they were going to sustain the improvements made at the home. They sent us a detailed response about the action they were taking with regards to the management and support of the home.

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 24 May 2022).

Why we inspected

We undertook this targeted inspection due to concerns received about infection control. A decision was made for us to inspect and examine those risks.

We use targeted inspections to follow up on Warning Notices or to check 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 found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well led key questions of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Howdon Care Centre on our website at www.cqc.org.uk.

Recommendations

We have made a recommendation in the well-led key question in relation to sustaining improvements and the management and support of the home. Please see this section for further details.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Howdon Care Centre

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. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

We undertook this targeted inspection due to concerns received about infection control. We use targeted inspections to follow up on Warning Notices or to check 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.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Howdon Care Centre is a 'care home.' People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Howdon Care Centre is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post. There was also a new manager in place on the day of our visit to the home; however, they chose to resign before the end of our inspection.

Notice of inspection

This inspection was unannounced.

What we did before 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 the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager, the new manager and a care worker. We reviewed records relating to infection control and the management of the service which the registered manager sent to us electronically.

Is the service safe?

Our findings

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

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection. The purpose of this inspection was to check infection control and governance systems at the home. We will assess the whole key question at the next comprehensive inspection of the service.

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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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 have also signposted the provider to resources to develop their approach.

Visiting in care homes

Visiting was carried out in line with government guidance.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the well-led key question at this inspection. The purpose of this inspection was to check infection control and governance systems at the home. We will assess the whole key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- A quality monitoring system was in place. However, this was not always effective at ensuring improvements made were sustained.
- The inspection was carried out due to IPC concerns. Whilst we acknowledged steps to improve had been taken when we visited; the home had a history of non-compliance with the regulations including those relating to IPC. We sought further reassurance from the provider that these improvements would be maintained.
- There had been a number of management changes at the home over recent years. The registered manager had been supporting another of the provider's care homes and had not been at Howdon Care Centre during the time period leading up to the inspection. She returned to the home immediately prior to the inspection. There was a new manager in place on the day of our visit to the home; however, they chose to resign before the end of our inspection.

We recommend the provider keeps the management and support of the home under review to help ensure stability, consistency and compliance with the regulations

Following our visit to the home, the nominated individual sent us a detailed response about the action they were taking with regards to the management and support of the home.

Working in partnership with others

- Management staff were working with external stakeholders to ensure there was sustained improvement.