

Black Swan International Limited

# Drummonds

## Inspection report

The Street  
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Essex  
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Tel: 01376570711

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15 February 2021

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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

Drummonds is registered to provide accommodation and personal care for up to 45 people. The service does not provide nursing care. At the time of our inspection there were 34 people using the service.

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

People living at Drummonds care home and their relatives were kept up to date about the impact of COVID-19 on the service by the management team, and relevant policies and procedures were in place to prevent the spread of infection.

Staff had received training in infection control and ensured they put their training into practice.

People received their medicines safely and as prescribed by trained competent staff.

Staff had received training in safeguarding. The registered manager was aware of their responsibilities in regard to safeguard people living in the service.

### Rating at last inspection

The last rating for this service was good 21 May 2018 (published )

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service these concerns included infection control and the dispensing of medication. A decision was made for us to inspect and examine those risks. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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 reinspection 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**

# Drummonds

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to follow up on specific concerns we had received about the service. As part of this inspection we looked at the Infection Prevention and Control measures in place. This was conducted so we could 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 was carried out by one inspector.

#### Service and service type

Drummonds 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. We sought feedback from the local authority and other professionals who work with the service. We used all of this information to plan our inspection.

#### During the inspection

We spoke with the registered manager and two care staff. We also spoke with the local authority, quality improvement and safeguarding team and other visiting healthcare professionals.

We reviewed a range of records relating to the management of the service, including quality audits, health

and safety records and 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.

At the last inspection this key question was rated as good. 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 people were safe and the service was compliant with infection prevention and control (IPC) measures. We will assess all the key questions at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- The registered manager investigated safeguarding concerns and ensured risk assessments and management plans were in place to keep people safe.
- Safeguarding alerts were raised externally when required to the local authority and CQC.
- Staff had been trained in safeguarding, knew the signs to look for that people might be being abused and how to report any concerns.

Using medicines safely

- Systems were in place to manage people's medicines safely. Staff were trained in the administration of medicines.
- Audits were undertaken on a regular basis and any actions were highlighted.
- There were clear and effective arrangements in place for escalating concerns such as, where people refused their medicine. The registered manager told us, "Sometimes, a change of face will work and then they will take their medication."

Preventing and controlling infection

- We were assured the service was following correct infection prevention and control guidance and policy to protect people from infection and prevent the spread of infection.
- Management were making sure infection outbreaks could be effectively prevented or managed and people were admitted safely to the service. Staff were using personal protective equipment (PPE) effectively and safely.
- The provider was accessing testing for people using the service and staff, taking appropriate action according to the results received.
- The Layout of the furniture had been changed to encourage social distancing.
- The service had adequate personal protective equipment. Contaminated PPE is disposed of correctly in clinical waste bags. An area of the service had a donning and doffing station. Therefore, staff can put on clean PPE and dispose of contaminated PPE without the risk of spreading infection.
- The provider had provided staff PPE training alongside training provided by the NHS.
- Staff told us they felt supported by the provider and the management of the service." The registered manager told us, "The company have ensured we have everything we need."

