

The Salvation Army Social Work Trust

Furze Hill House

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

Furze Hill House is a residential care home providing personal and nursing care to 40 people aged 65 and over, including people living with dementia. At the time of the inspection there were 27 people living at the service.

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

In relation to infection prevention and control good practice, we identified that staff were familiar with infection, prevention and control practices, including the use of personal protective equipment (PPE), and how to put this on and take it off correctly to keep people safe. People were given information regarding COVID-19 in accessible formats, including the use of pictures to aid their understanding and reduce anxiety. The activity lead worked with people to develop a monthly newsletter shared with everyone to help reduce social isolation. The service used social media as a means of keeping family updated while non-essential visits to the service had been stopped due to the outbreak.

People told us they felt safe and well looked after living at the service. People gave examples of the support staff have provided during the outbreak and lockdown period at the service. People's relatives spoke very highly of the care and supported staff provided, and the communication arrangements in place whilst visits to the home have been suspended. Where people had experienced an accident or incident, these were looked into in line with the provider's policies, and lessons learnt shared with the staff team to reduce the risk of reoccurrence. As an outcome of the coroner inquest, changes to practice and procedures had been implemented to maintain people's safety. We identified some areas of improvement in relation to the quality of recording for people's fluid intake, weight monitoring and turn charts, we discussed this with the registered manager and sourced assurances changes would be made to maintain people's safety.

Rating at last inspection

The service was rated good at the last inspection, completed 07 November 2017, published 02 January 2018.

Why we inspected

We undertook this as a targeted inspection to follow up on specific concerns which we had received about the service relating to the management of risks to people and within the care environment. We also wanted to follow up on recommendations from a recent coroner inquest. A decision was made for us to inspect and examine those risks.

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.

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?

Inspected not rated

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

Furze Hill House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had identified about the management of risks to people and the care environment, and to follow up on the outcomes of a recent coroner inquest.

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. The service had had a recent COVID-19 outbreak, and was nearing the end of their lockdown period.

Inspection team

One inspector.

Service and service type

Furze Hill House 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 unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We reviewed feedback from the local authority who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with the registered manager, the head of administration whose role includes infection, prevention and control lead, a team leader and the activity lead. We looked at two people's care and support records

including their medicine records. We looked at records relating to the management of the service, policies, training and systems for monitoring quality.

After the inspection

We spoke with two people living at the service, two relatives and the head of house keeping and one care assistant by telephone after the site visit. The service sent us additional policies and documents for review to minimise the amount of time spent on site.

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 specific concerns. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- As an outcome of the recent coroner inquest, the registered manager had put a service improvement plan in place, to ensure changes were implemented into practice and the running of the service. The corresponding action plan was reviewed and updated as changes were being embedded into practice.
- We reviewed examples of accidents and incidents that had happened at the service, and could see that these were investigated in line with the provider's policies, and lessons learnt shared with the staff team to reduce the risk of reoccurrence.
- Safety checks and maintenance arrangements were in place to keep equipment and amenities safe for people and staff to use. However, we did identify some large items of unfixed furniture. After our visit, the service completed a full audit of all bedrooms, and confirmed measures will be put in place to address this risk.
- People's care records and risk assessments were regularly reviewed, and updated to reflect changes in their abilities and conditions following incidents and accidents. However, we identified that turn charts, fluid monitoring charts and weight records would benefit from provision of additional information and details for staff to follow. This was discussed with the registered manager, and assurances received that changes would be implemented following our visit.

Preventing and controlling infection

- 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 not assured that the provider was preventing visitors from catching and spreading infections. We identified that the CQC inspector and a visiting healthcare professional were not asked any risk assessment questions before admission to the service and did not have temperature checks in line with the provider's COVID-19 risk management policies. Assurances were received after the inspection visit that posters had

been put in place as visual reminders for staff, and we saw an email reminder sent to staff about the process they need to follow when visitors come to the service.

- We identified the need for the provider to ensure all items of clothing and footwear worn by staff were laundered and de-contaminated correctly between shifts to maintain the safety of staff and people living at the service.

We have also signposted the provider to resources to develop their approach.