

Acacia Number 1 Limited

Acacia House - Tenterden

Inspection report

Ashford Road
St Michaels
Tenterden
Kent
TN30 6QA

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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

Acacia House is a care home with nursing. It provides personal and nursing care for up to 47 people predominantly with dementia type conditions who are aged 65 and over. Care is provided in one adapted building with a newer annexe added on. At the time of inspection there were 34 people living in the service

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

Relatives told us that they were very satisfied with the care offered to their family members at Acacia House. They commented that relatives were well cared for and happy. A relative of someone recently admitted told us, "When we did a window visit the other day, she looked the best she has done in a long time," and "Its excellent we are pleased." Another said, "My relative said to his DoLS assessor, I don't know where I am but I don't want to be anywhere else. If he feels assured, so are we." A third told us that their relative had learned to smile and laugh again.

There were two newly registered managers with the Care Quality Commission. They worked with external and internal quality compliance assessors and the operations manager, to identify areas for improvement and act to address them. This inspection identified a few additional areas for improvement. These were in regard to additional considerations to be considered in COVID 19 risk assessments for staff and recording of daily fluid monitoring. We also asked the provider to consider how staff uniforms were managed for the cohort of staff working with people who may be COVID 19 positive, and to progress some routine equipment servicing and remedial works.

We found that medicines were managed safely. Risk assessments of people's needs and their home environment were in place with control measures to minimise risk and keep people safe. The service was clean and odour free, staff had access to PPE and additional measures were in place to keep people safe from infection. Staff were given infection control training and provided with guidance for managing infection control in relation to the COVID 19 pandemic.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

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 16 September 2017)

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about management of medicines, risk and infection control. A decision was made to examine those risks. We found no evidence during this inspection that people were at risk of harm from these concerns, but we identified some areas for

improvement around this. These were fully discussed with the provider representative and registered managers at inspection, and they have provided assurance that action has been taken to mitigate these risks. Please see the Safe section of this targeted inspection report. 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 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

Acacia House - Tenterden

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had around the management of medicines, risks and infection control.

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 undertaken by two inspectors.

Service and service type

Acacia 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.

The service had two managers in post both 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 the information we had received about the service since the last inspection. We sought feedback from the local authority commissioning and safeguarding professionals. 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

Due to concerns about COVID 19 infection we observed people from a distance and spoke with one person. We undertook a tour of the premises to check on infection control practice. We checked medicines management systems and viewed a range of records. This included three people's care plans, multiple medical records and audits, and records relating to infection control policies, practice and audits within the service. We spoke with both registered managers, the operations manager, an administrator, two housekeeping staff, and two registered nurses.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data, and quality assurance records. We spoke with four relatives and one health professional who have regular contact with the service.

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 had about medication and risk management, and infection control practice. We will assess all the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- We looked at a broad range of risk assessment information and how these were being managed effectively to keep people safe.
- Environmental risks were assessed and all servicing certificates, and maintenance plans were in place or booked to maintain the integrity and safety of the building and all equipment used. However outstanding remedial works were ongoing for the electrical installation. We have requested an update of when this will be completed to assure it meets current electrical standards and people remain safe.
- We found that people assessed as at risk from reduced food and fluid intake, were monitored to ensure they ate and drank enough. Daily fluid targets were not added to monitoring sheets to alert and inform staff should fluid intake fall below the recommended daily amounts. This is an area for improvement.
- Falls monitoring assessments were conducted and mapping of falls times and frequencies for individuals undertaken. Appropriate action to report and act on falls was taken, but staff training had fallen behind in this area, following the departure of previously trained staff. This is an area for improvement.
- Action was taken to refer people appropriately with appetite and weight loss to GP's, speech and language and in some instances dentists where there were denture or teeth problems.
- People were assessed if they were at risk from developing pressure areas and appropriate pressure relieving equipment was provided. Wound care monitoring and charts were in place with support from external district nurses where needed. A visiting health professional told us they had no concerns, and thought nurses demonstrated appropriate knowledge of pressure area care.

Using medicines safely

- Medicines were managed safely. Daily counts of medicines and checks of medicine records were undertaken to minimise the risk of errors. Medicine audits were carried out weekly and monthly.
- Administering staff received updated training annually and their competency was assessed.
- Safe systems were in place for the ordering, receipt, storage, and administration of medicines. Interim arrangements were in place for the disposal of medicines in accordance with guidance from the local pharmacy. Medicine storage temperatures were recorded daily.
- Medication administration records were completed appropriately and included a photograph of each person and any allergies to ensure the 'right medicine was administered to the right person.'

- Individual guidelines were in place for those people in receipt of 'as required' medicines. This helped to ensure these were administered in a consistent manner. In the best interest of those people who were non compliant with their medicines. Appropriate authorisations were in place so people could receive their medicines within their food or drink.

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 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