

Ravenswing Homes Limited

Ravenswing Manor Residential Care Home

Inspection report

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Date of inspection visit:
03 February 2021

Date of publication:
12 February 2021

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

Ravenswing Manor is a residential care home providing personal care to 17 people aged 65 and over at the time of the inspection. The service can support up to 24 people.

The care home supports people in one adapted building, across two floors. The service also provided care and support to some people who were living with dementia.

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

We looked at infection prevention and control (IPC) measures under the 'Safe' key question. At the time of inspection, we looked at this in all care home inspections even if no concerns or risks had been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively. During the inspection, we had some concerns about IPC processes that required action to ensure risks were minimised. Processes to manage infection control were not as effective as needed to be in the circumstances of a national pandemic. Despite this, the home was clean and tidy.

People were supported appropriately and the service managed incidents with people. They let us know about events when there was a statutory obligation to do so. We looked at some of these and noted good practices were used. Where appropriate, external professionals were consulted and their advice sought, in order to mitigate the risk of an issue being repeated.

One person was able to tell us they enjoyed their meals. We noted a meal being prepared for a lunch time sitting. The food and preparation was to a good standard and noted there was plentiful supply and, if required, a choice. People were encouraged and supported appropriately if they were isolating from others because of rules that were in place at the time of inspection.

Rating at last inspection

The last rating for this service was Good (published 10 May 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns we had received about the service. The inspection was prompted in response to concerns received about infection prevention control measures, incidents and people's dietary requirements. A decision was made for us to inspect and examine those risks.

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 found no evidence during this inspection that people were at risk of harm from these concerns.

Enforcement

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 discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our 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?

We have not provided a rating for this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Ravenswing Manor Residential Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of specific concerns we had about infection control measures, incidents involving people and people's dietary requirements. We will assess all key question when we complete a comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Ravenswing Manor 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

The inspection was unannounced.

Inspection activity started on 3 February 2021 and ended the same day.

What we did before inspection

We reviewed information we had received about the service since registration with CQC. We sought feedback from the local authority and spoke with people who had experience of 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 the registered manager, two members of staff, a provider representative and three people who used the service. We also considered three people's care records.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore specific concerns we had about Ravenswing Manor. We will assess all of the key questions at the next comprehensive inspection of the service.

Preventing and controlling infection

- The provider had not consistently followed their own infection prevention and control procedures. This may have exposed people to an increased risk of infection.
- There were insufficient controls in place to help ensure visitors were safe to enter the home and followed safe infection control procedures.
- Processes in place to protect people and staff, needed to be improved. There was insufficient provision for the disposal of Personal Protective Equipment (PPE) such as aprons, masks, gloves and visors.
- In one case we noted used PPE was being disposed of in an 'open' bin inside someone's room.
- Some people were isolating in their rooms because of strict rules in place at the time of the inspection. There was no indication on some of these persons' room doors they were isolating. This meant that staff unfamiliar with the home and its residents, such as agency, may have been confused about the level of care and support the person required.

We found no evidence to demonstrate people were affected by unsafe infection control practices. However, people were placed at risk of potential harm, as systems and processes were not sufficiently effective to prevent the potential risk of infectious disease transmission.

This was a breach of regulation 12 (1) Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- Prior to drafting this report, the registered manager and provider implemented a review of IPC processes and sent CQC a report on the actions they had put in place to ensure compliance with this regulation.
- The environment was clean, hygienic and pleasant smelling throughout. The kitchen and food preparation areas were clean.
- Staff demonstrated compliance with use of essential PPE.

Assessing risk, safety monitoring and management, Learning lessons when things go wrong

- Records around risks to people's health and wellbeing were properly documented. In addition, records were up to date to ensure that people received the correct care and support they required.
- We looked at three specific incidents the registered provider had a statutory duty to inform us about. In doing this we also looked at three people's care plans and documentation. In all of the cases we were

satisfied with the actions of staff and that the service had acted appropriately.

- In one of the cases, we noted the incident had not been recorded in the home's accident and incident book. This meant that the issue had not been considered on the registered manager's monthly review and there was a possibility of patterns of behaviour and incidents not being acted upon. The registered manager corrected the issue immediately and communicated to staff to ensure relevant incidents were included in monthly reviews.
- When isolating, people were supported properly at meal times and ate good quality food consistent with wishes and conditions. They had access to appropriate furniture so they could enjoy their meal in comfort. Any food waste was disposed of consistent with good practice.