

Black Swan International Limited

Southwell Court

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

Southwell Court is a residential care home providing accommodation and personal care to 15 people at the time of the inspection. The service can support up to 40 people. The service is built on two floors and people's bedrooms have ensuite facilities. There are also shared communal areas such as lounges and a dining room and communal bathrooms.

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

People gave us positive feedback about the care and support they received from staff. There were enough suitably trained staff to meet people's care and support requirements promptly.

Staff administered, stored and disposed of people's medicines safely. Audits were completed to monitor staffs' safe medicines administration. Infection control practices, in line with government guidance, were in place to reduce the risk of cross contamination. We received positive feedback from people about the cleanliness of the service. One person said, "The cleanliness is pretty good. [Named housekeeper] is very good." Staff told us they had training in infection prevention and control and had plenty of personal protective equipment (PPE) to support people safely.

People also confirmed their friends and relatives were able to visit them. One person told us, "My [relatives] are allowed to visit, and this has happened over the last few months. Visitors always have to have a face mask on."

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection (and update)

The last rating for this service was good (published 7 April 2021).

Why we inspected

The inspection was prompted in part due to concerns raised about safe staffing levels at the service and safe medicines management. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

The overall rating for the service has not changed following this targeted inspection and remains good.

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 COVID-19 and other infection outbreaks effectively.

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

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 have specific concerns about.

Inspected but not rated

Southwell Court

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about safe staffing levels and safe medicines management.

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

The inspection was carried out by an inspector and inspection manager.

Service and service type

Southwell Court is a 'care home'. People in care homes receive accommodation and 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 did not have a manager registered with the Care Quality Commission. This means that the provider is 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 safeguarding team who work with 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. We used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service about their experience of the care provided. We spoke with five members of staff including the regional manager, the manager, a senior care worker, a care worker, and a housekeeper.

We reviewed a range of records. This included one person's COVID-19 care plan and people's medication records and risk assessments. We looked at a variety of COVID-19 and medicines 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 specific concerns we had about safe staffing levels and safe medicines management. We will assess all of the key questions at the next comprehensive inspection of the service.

Staffing

- There were enough suitably trained staff to meet people's care and support requirements. There were plans in place to cover staffing should staff have to self-isolate due to COVID-19.
- People told us there were enough staff to meet their care and support needs. They told us there were times of the day when staff were busier, but confirmed they never had to wait too long for assistance.
- A person said, "People want to get up at all different times of the day and it can be busy." Another person told us, "I am quite satisfied with my care and staff come on time, we are treated very well."
- Staffing levels were determined depending on people's individual care and support needs. To cover shortfalls in staffing levels, agency staff were used. Agency staff had to show a negative COVID-19 rapid test before starting shift and completed the providers induction.

Using medicines safely

- Staff supported and encouraged people to independently self-administer their own medicines when risk assessed as being safe to do so.
- Staff were trained to administer people's medicines safely and had their competency checked by more senior staff.
- Staff administered, stored and disposed of people's medicines safely. Audits were completed to monitor that staff were supporting people with their medicines safely and accurately.
- People spoken with had no concerns about how their medicines were managed by staff. A person confirmed to us that, "Staff keep an eye on it (their medicines)."

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 to date.
- We were assured the provider was facilitating visits for people living in the service in accordance with the current guidance.