

Acacia Care Limited

The Heathers Nursing Home

Inspection report

Quarry Road
Chipping Sodbury
Bristol
Avon
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Tel: 01454326471

Website: www.heathersnursinghome.co.uk

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

The Heathers is a nursing home providing accommodation, personal care and nursing for up to 30 people. At the time of the inspection there were 24 people living at the home. This is a Georgian home that has been converted and extended over three floors. There were two communal lounge/dining areas. People also have access to a courtyard garden area.

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

We were assured that health and safety policies and procedures including fire safety measures helped to protect people. Where improvements were required appropriate action had been taken to prevent recurrence and promote best practice. The training update programme was underway as Covid-19 restrictions had started to decrease.

People were protected by the homes infection control policy and procedures. Various visitor arrangements for family were constantly reviewed and supported based on government guidelines. Following updated, recent guidance people were supported to leave the home whilst maintaining their safety and risk assessments were in place.

Prior to any visits people were informed of the procedures they should expect on arrival. People were asked not to visit the service if they displayed any symptoms related to Covid-19. Prior to entering they received a lateral flow test (LFT). Everyone provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

The emotional wellbeing of people and their families had been supported throughout the pandemic. Contact was maintained through various initiatives. They were sensitive to people's feelings including anxiety, sadness and loss. Positive activity provision continued, including celebrating special events.

The provider and management were proud of their staff and recognised the difficulties for them during the pandemic. The increased pressures of Covid-19 meant that staff at times were challenged and tired. All staff continued to work well as a team and support each other.

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained good. The vaccination programme for people and staff had been well received.

Social distancing was encouraged throughout the home. Where this was not achievable, for example those people with dementia, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly. The housekeeping team contributed to keeping people safe during the pandemic.

There were clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received Infection Prevention and Control (IPC) training and regular updates were provided. Spot checks took place to check staff understanding and compliance with the use of Personal Protective Equipment and IPC practices.

Rating at last inspection

The last rating for this service was outstanding (published in December 2018).

Why we inspected

This inspection was prompted in part due to concerns received about some areas around health and safety including fire safety measures. A decision was made for us to inspect and examine those areas of risk. We found no evidence during this inspection that people were at risk of harm from the concerns raised. Please see the Safe section of this report.

We also 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 The Heathers Care Home 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 had specific concerns about.

Inspected but not rated

The Heathers Nursing Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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 one inspector.

Service and service type

The Heathers 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 was in the process of recruiting a manager who would register 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.

In the interim the service was managed collectively between the provider, general manager and a clinical lead.

Notice of inspection

We gave short notice of the inspection. This was to ensure the visit could be facilitated safely during Covid-19 restrictions with a manager/provider oversight.

What we did before the inspection

Before the inspection we reviewed the information, we had received about the service since the last inspection. We reviewed CQC notifications. Notifications describe events that happen in the service that the provider is legally required to tell us about.

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

During our brief tour of the premises we observed interaction between care staff and people living in the home. We introduced ourselves and spoke with them briefly about their day and how they were feeling. We also spoke with three staff as we walked around the premises.

The provider, general manager and clinical lead facilitated our visit. They answered our questions and provided records we wished to look at.

After the inspection

At the feedback session, we welcomed people, relatives and staff to contact us should they wish to contribute to the inspection. We did not receive any responses.

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.

Assessing risk, safety monitoring and management

- People had personal evacuation plans in the event of an emergency. These were updated each month or when a person's needs had changed. We saw recent updates for people whose mobility had deteriorated and reflected how they would be kept safe in the event of a fire or evacuation process.
- The provider had an annual, comprehensive fire safety audit of the premises. This was completed by an independent fire safety consultant. We saw any actions required had been undertaken following the last fire inspection. We checked that all works completed were to the required fire safety standards. The next audit was due in July 2021.
- Staff fire awareness training updates continued. New staff had covered basic fire safety in their induction. As Covid 19 restrictions were easing dates were being arranged for the return of an independent fire awareness trainer.
- Fire drills took place for all staff and these were unannounced. We were told about how drills were conducted and that they gave the opportunity to see where improvements were needed, for example additional training for staff or where a change in the procedure was required.

Learning lessons when things go wrong

- There had been three recent incidences where a maintenance contractor had failed to close a door that accessed the home whilst retrieving items from their vehicle. On one of these occasions a visitor had entered the home without following the homes policy and procedure during Covid 19 restrictions. They had been seen by a member of staff before they encountered any other individuals. Further precautions, risk assessments and a discussion with the maintenance contractor had been actioned to prevent a similar recurrence.

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 home in accordance with the current guidance.