

Holsworthy Health Care Limited

# Deer Park Care Home

## Inspection report

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28 April 2021

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## Ratings

Overall rating for this service

Inadequate ●

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Deer Park Care Home is a residential care home providing care and support to people aged 65 and over. The service can support up to 56 people in a purpose-built building which has two floors. On the upper floor, there is a unit to provide care for people living with dementia. Access to upper floors is by a lift. At the time of the inspection there were 31 people living at the home.

People's experience of using this service and what we found  
People's medicines were not always being managed safely.

The manager and staff had been working hard to keep people safe by ensuring infection prevention and control guidance was followed. Staff had received infection, prevention and control training (IPC) and wore personal protective equipment (PPE) correctly. Staff spoke confidently about challenging their colleagues if they observed poor PPE practices and a community nurse who visited the service every week told us they had not seen any concerns with IPC practices.

Government guidance was being followed to ensure people were protected from the spread of infection, for example seating arrangements in the lounges and dining rooms enabled people to socially distance. People were supported to remain connected with their friends and families via the use of technology.

Visitors to the service were prevented from catching and spreading the infection because safe and effective measures were in place. This included people's temperatures being checked on entry and the wearing of PPE.

Visit times were staggered, and two newly created visiting rooms enabled people to visit their loved ones safely, in line with current visiting guidance. Families were enabled to visit their loved ones, who were at the end of life.

People were safely admitted to the service from hospital and/or the community; regular testing of people and staff was taking place, and the vaccine had been rolled out to people and staff. Risk assessments were not in place to protect people and staff who were assessed as being in a vulnerable category, however the provider took immediate action to rectify this at the time of the inspection.

The laundry area was safely managed, with systems in place to handle laundry in line with guidelines. Cleaning routines were in place which included high touch areas, such as door handles and light switches.

The manager and consultants recognised the importance of staff's wellbeing and were taking steps to further enhance the support that was being offered in helping to sustain staff morale and personal resilience.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at the last inspection (and update)

The last rating for the service was Inadequate published on (9 March 2021). The service remains Inadequate.

The overall rating for the service has not changed following this targeted inspection and remains Inadequate. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Deer Park Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Why we inspected

We undertook this targeted inspection because we received concerns in relation to the management of people's medicines and infection, prevention and control practices.

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.

Please see the Safe key question section of this full report.

Enforcement

We have identified a continued breach in relation to the management of people's medicines at this inspection.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

Follow up

The overall rating for this service is 'Inadequate' and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe. And there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions of the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

## 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 Inadequate. 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**

# Deer Park Care Home

## Detailed findings

### Background to this inspection

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This was a targeted inspection to check whether the provider had met the requirements of Regulations 12 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was in response to concerns received about infection prevention and control (IPC) practices and the management of people's medicines.

#### Inspection team

The inspection was carried out by two adult social care inspectors and a medicines inspector.

#### Service and service type

Deer Park Care Home 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.

There was a manager in place who had been in post for seven months. The manager was not registered with the Care Quality Commission but told us they would be submitting their application shortly. 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. 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 observed staff interactions with people, and spoke with one person who lived at the service, two care staff, the housekeeper, the activities co-ordinator, the receptionist, the acting deputy manager, the human resources manager, the head of care, the manager, three members of the consultancy agency, and the provider.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at risk assessments, policy and procedures and quality assurance records. We spoke with a community nurse to seek their feedback.

# 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 Inadequate. 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.

CQC had received information of concern in relation to the management of people's medicines and that staff were not always adhering to government guidance in respect of infection, prevention and control practices (IPC). At this inspection we found medicines practices needed to improve but we were assured that IPC practices were being safely managed.

### Using medicines safely

- At the last inspection (October 2020) we identified improvements were required in respect of the management of people's topical medicines (creams and pastes), records were not always reflective of how people wanted and/needed to be supported and the medicines fridge was not working correctly. We also found that the system in place to help identify when improvements maybe needed was ineffective. At this inspection we found that action had not been taken to address these areas.
- The fridge used to store medicines at the required temperature in line with manufactures guidelines was not working correctly. Staff had been recording the temperature which indicated action should have been taken, however no action had been taken to rectify this. This meant there was a risk people's medicines may become less effective. We were told immediate action would be taken.
- When people were prescribed medicines to be administered when required, their care plans lacked detail about how the decision to administer should be made, this meant people's medicines could be given inconsistently.
- The application of people's topical medicines (creams and pastes) were not being consistently recorded and people's care plans were not always accurate. For example, one person's care plan detailed their topical medicine was applied to a different area of the body than that which it had been prescribed for.

People were not always protected from the safe management of medicines. This is a continued breach of Regulation 12 (1) (g) Health and Social Care Act 2018 (Regulated Activities 2014)

### Preventing and controlling infection

- 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, but individual risk assessments for people and staff had not been completed in order to identify ongoing risk and/or for staff from a BAME background. However, at the time of our inspection the provider took immediate action to put these in place.
- 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 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.

This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment  Safe care and treatment  Service users were not always protected from the safe management of medicines.  Regulation 12 (1) (g) Health and Social Care Act 2018 (Regulated Activities 2014)

### **The enforcement action we took:**

In line with our enforcement policy, we issued a warning notice.