

## Peninsula Care Homes Limited

# Coppelia House

### Inspection report

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### Ratings

|                                 |                                |
|---------------------------------|--------------------------------|
| Overall rating for this service | Inspected but not rated        |
| Is the service safe?            | <b>Inspected but not rated</b> |
| Is the service effective?       | <b>Inspected but not rated</b> |
| Is the service responsive?      | <b>Inspected but not rated</b> |

# Summary of findings

## Overall summary

### About the service

Coppelia House is a residential care home providing care and accommodation to 22 people at the time of inspection. The home can accommodate up to 30 people in one adapted building. Coppelia House is situated in a market town in Devon, on the edge of Dartmoor.

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

The previous registered manager had left the service and a new manager had been in place since December 2020.

We had received concerns about infection prevention and control measures, storage of medicines, staff training, and people receiving personal care in a timely manner.

We were assured that infection prevention and control measures were sufficient and in line with current UK government guidance. We observed staff to be using personal protective equipment (PPE) correctly and appropriately for the task they were completing. There were sufficient stocks of PPE. One staff member said, "we have had enough PPE, we have done in house and on line training with a special Covid-19 course that included the donning and doffing of PPE", another said "we have loads of PPE so never a lack of that". A visiting professional commented "staff were wearing PPE and when I arrived my temperature was taken". Cleaning schedules were in place and the manager was in the process of reviewing how they could be improved.

Concerns had been raised about people sharing equipment. The manager told us that people who used equipment on a regular basis had their own. There was a stock for use if people who didn't usually need equipment needed it, for example after a fall. This equipment was then washed or sanitised after use.

Medicines were stored securely, in locked cupboards in a room secured with a key code lock.

People's needs were assessed and regularly reviewed. Staff knew people well, one staff member told us "we are like a small family, and all the residents are like our grandparents". People's families felt they were well cared for, one told us "they seem to be very good; I think all her needs are met and I think the staff are looking after her as best as they can at the moment". Another told us "they look after her well and she seems as contented and happy as she can be". A visiting professional commented that "there is good care of residents, good outreach to the mental health team and good assessment of need and response to advice".

Staff completed training relevant to their role and were supported through supervision. Staff told us "the training is very, very good. We have an in-house trainer that does moving and handling" and "we do a lot of online training".

Systems were in place to record, investigate and respond to complaints and complaints were thoroughly

investigated. Staff, professionals and peoples' families told us that the management were friendly and approachable. One person's family member told us "we know who to go to if we have any problems and I feel confident that anything would be resolved".

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 last inspection

The last rating for this service was good (21 November 2019).

Why we inspected

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 coronavirus and other infection outbreaks effectively.

We undertook this targeted inspection to check on specific concerns we had about infection prevention and control measures, storage of medicines, staff training and people receiving personal care in a timely manner. 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.

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?**

Inspected but not rated

**Inspected but not rated**

### **Is the service effective?**

Inspected but not rated

**Inspected but not rated**

### **Is the service responsive?**

Inspected but not rated.

**Inspected but not rated**

# Coppelia House

## 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. This was a targeted inspection to check on specific concerns we had about infection prevention and control measures, storage of medicines, staff training and people receiving personal care in a timely manner.

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

Coppelia 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.

#### Notice of inspection

The inspection was announced.

#### What we did before the inspection

We reviewed the information we had received about the service since the last inspection. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with the manager and several staff on duty. We observed staff practice and spoke with people in communal areas.

After the inspection

We reviewed a range of records. This included two people's care records, training records, records relating to infection prevention and control, staff rotas, supervision documents and complaints. We spoke with seven members of care staff including night care staff, senior care assistants and domestic staff. We spoke with two visiting professionals and two people's family members.

# Is the service safe?

## Our findings

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 infection control and prevention measures and storage of medication. We will assess all of the key question at the next comprehensive inspection of the service.

### Using medicines safely

- Medicines were stored safely.
- Medicines were stored in locked cabinets within a room secured with a number operated key pad. Staff administering medicines kept keys to the storage cabinets on their person.

### 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.
- There was an infection prevention and control policy in place, however, some elements of it needed updating to reflect current UK government guidance.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

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 have specific concerns about.

The purpose of this inspection was to check a specific concern we had about people receiving personal care and staff training. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were assessed, regularly reviewed and care plans contained enough detail to enable staff to meet peoples needs.
- People's care records demonstrated that they received regular support in line with their assessed needs.
- Staff told us they knew people well. One said, "I know the residents and have a good understanding of people's needs", another said "we are like a small family, and all the residents are like our grandparents".
- One staff member told us there had been times where it had been difficult to meet people's needs, however this had improved. Another said, "I think there is enough time, I have not noticed anyone not having their needs met".
- One visiting professional told us "I feel there is good care of residents, good outreach to the mental health team and good assessment of need and response to advice". Another said, "their level of communication with me is second to none".
- People's family members told us they felt their loved one's needs were being met. One said, "they seem to be very good; I think all her needs are met and I think the staff are looking after her as best as they can at the moment". Another told us "they look after her well and she seems as contented and happy as she can be".

Staff support: induction, training, skills and experience

- Staff received training appropriate to their role.
- Whilst some individual staff had yet to complete some training, for example first aid, there was always a staff member who had completed the training on shift.
- The manager had put a supervision programme in place and had conducted some supervisions. This



included both one to one discussions and practical observations.

- Staff told us "the training is very, very good. We have an in-house trainer that does moving and handling" and "we do a lot of online training".

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

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 have specific concerns about.

The purpose of this inspection was to check a specific concern we had about the management of complaints. We will assess all of the key question at the next comprehensive inspection of the service.

Improving care quality in response to complaints or concerns

- Systems were in place to record, investigate and respond to complaints.
- Complaints were investigated thoroughly, and the manager was supported by the wider company structure. For example the involvement of a human resources member of staff in managing a complaint.
- Staff told us that the manager was approachable. One said "the new manager seems to be dealing with things and I see her every day. They seem very friendly, helpful and approachable".
- Family members told us that communication was good, and the management approachable. One said, "I can ring them at any time", another said "we know who to go to if we have any problems and I feel confident that anything would be resolved".