

Mr David Thompson

Evergreen Care Home

Inspection report

526 Church Road
Yardley
Birmingham
West Midlands
B33 8HT

Tel: 01217832080

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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

Evergreen Care Home provides accommodation and personal care to up to 24 people over the age of 65. At the time of our inspection 13 people lived at the home.

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

We found that people were not always protected from the risk of infection at the home. Staff were not always following current government guidance for the use of personal protective equipment. We found that people weren't being supported with social distancing in communal areas.

Preventative measures to control the spread of infection were not always in place. We found staff and visitors were not routinely screened for symptoms of COVID-19. Systems and processes for maintaining the hygiene of the environment were not robust.

Rating at last inspection

The last rating for this service was requires improvement (published 03 December 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. We had received information that staff were not using personal protective equipment (PPE) in line with government guidance. The inspection was prompted in response to concerns received about infection control practices. 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 have found evidence that the provider needs to make improvements. Please see the safe section of this full report.

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

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 have written to the provider to inform that we have serious concerns about infection prevention and control processes. The provider has forwarded a detailed action plan about how these concerns will be addressed. We will continue to monitor the service.

We have identified a breach in relation to infection control practices at this inspection.

Please see the action we have told the provider to take at the end of this report.

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?

We were not assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Evergreen Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider was meeting requirements for a specific concern we had about infection control practices.

Inspection team

The inspection was undertaken by one inspector.

Service and service type

Evergreen 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.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because we needed to establish the current status of residents and staff members in relation to COVID-19.

What we did before the inspection

We reviewed 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 five members of staff including the provider, registered manager, deputy manager and care workers. A variety of records relating to the management of the service, including policies and procedures were reviewed.

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 requires improvement. 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 explore the specific concern we had about infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- We received concerns staff were not wearing personal protective equipment (PPE) in line with current government guidance. During our inspection we found that PPE was not always used correctly. For example, a staff member wore a mask which did not align with guidelines. Staff were also seen without masks positioned correctly.
- Temperature checks and symptom screening was not in place for visitors. Staff members did not have temperatures regularly checked. This meant that people were put at risk from visitors and staff entering the home who may have been displaying symptoms of COVID-19.
- Systems and processes in place for cleaning the home were not robust. We were unable to evidence that regular cleaning of the environment was taking place. In particular, there was a lack of oversight about maintaining the hygiene of high touch areas in the home. This increased the risk of infection being spread throughout the home.
- Staff had not been assessed to examine individual risks or requirements relating to COVID-19. As a result, staff who may have been clinically vulnerable or in a high risk group were not safeguarded in their role.
- Staff knowledge of infection control practices and PPE use wasn't always adequate. Staff we spoke with were unable to advise what training they had received in this area, although we were informed all staff had received relevant training.
- People weren't always encouraged with social distancing where the environment allowed. People were sitting closely together in the lounge area and we were informed that people ate together at mealtimes. This was a breach of regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We found infection control measures were not in line with government guidance. We were not assured that processes were in place to keep people safe during the COVID-19 pandemic.

We wrote to the provider to raise our concerns and inform that we were considering taking further action. The provider sent us a detailed action plan about how it intended to immediately address the issues. Due to the provider's proactive response, we again wrote to express our serious concerns but did not take further enforcement action at that stage. We continue to monitor the progress of the action plan.

- We were assured that the provider was admitting people safely to the service. Current government guidance was followed when new people moved into the home during the pandemic. People who stayed at the home for a short stay began their isolation in their own homes and completed this on their arrival.

- We were assured that the provider was accessing testing for people using the service and staff.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment We found infection control measures were not in line with government guidance. We were not assured that processes were in place to keep people safe during the COVID-19 pandemic.