

Jubilee Villa Care Home Ltd

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Inspection report

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Date of inspection visit:
10 May 2021

Date of publication:
14 May 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Jubilee Villa Care Home Ltd is a residential care home providing personal care to 17 people at the time of the inspection. The service can support up to 17 people over the age of 18 years who may have mental health needs or dementia.

The home has bedrooms over the ground and first floor. People have access to communal areas and the garden.

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

People were safe as the infection, prevention and control procedures had been revised by the provider and effectively implemented.

The provider had undertaken work to correct potential hazards to people.

The provider had worked alongside Shropshire Fire and Rescue to complete any actions required by them to make the service fire safe.

The provider had revised their process for risk assessment and had involved professionals to complete appropriate environmental assessments.

The provider had introduced quality monitoring systems in order to drive good care.

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

Rating at last inspection

The last rating for this service was requires improvement (published 29 April 2021).

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met.

At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

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

improvement.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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 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

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 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.

We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

Is the service well-led?

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.

We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

Jubilee Villa Care Home Ltd

Detailed findings

Background to this inspection

Why we inspected

This was a targeted inspection to check whether the provider had met the requirements of the warning notice in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

This inspection was completed by one inspector.

Service and service type

Jubilee Villa Care Home Ltd 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 had a manager registered with the Care Quality Commission. The registered manager is also the provider and owner of the home. This means that they, as the provider and registered manager, are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

The inspection was unannounced. However, we gave the service 5 minutes notice of the inspection. This was because we had to gather information on the home's current COVID 19 status and the providers procedures for visiting professionals.

What we did before the 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 reviewed information we had received about the service since the last inspection. We sought feedback

from Shropshire Fire and Rescue Service.

During the inspection

We spoke with three staff members including the deputy manager, the provider and the domestic support.
We looked at documents relating to checks completed by the provider.

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 follow up on the specific concerns we had about Jubilee Villa Care Home Ltd. We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider had failed to robustly assess the risks relating to the health safety and welfare of people. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

Assessing risk, safety monitoring and management

- People were safe from the risks of avoidable harm as the provider had reviewed their risk assessment processes and made changes to reduce the potential for harm. For example, window restrictors had been put onto new windows and replaced on existing windows. This minimised the risk of injury from a fall from height.
- The provider had reviewed their fire safety and prevention measures and taken action to minimise the potential for harm as a result of a fire. For example, they had replaced several fire doors and removed obstructions from the escape routes.
- The provider had taken action to ensure all substances hazardous to health were secured which minimised the potential of accidental contact with such items.
- The provider had acted to ensure hot water pipes leading to radiators were adequately covered minimising the risk of harm of burns.

Preventing and controlling infection

- The provider had acted to address previous concerns with the physical environment which hindered effective infection prevention and control practice. For example, they re-varnished handrails and changed all door handles. Access to wash basins had been improved and bare or rusted metal had been treated. The provider had commissioned a Legionnaires' risk assessment and had completed the immediate recommended actions. Legionnaires' disease is a potentially fatal form of pneumonia caused by the inhalation of small droplets of contaminated water containing Legionella.
- We were assured the provider was preventing visitors from catching and spreading infections.
- We were somewhat assured the provider was meeting shielding and social distancing rules. However, the physical layout of the building did not effectively promote this.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.

- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured 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.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture. 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 follow up on the specific concerns we had about Jubilee Villa Care Home Ltd. We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider did not have effective systems in place to monitor and drive good and safe care provision. This was a breach of regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The provider had reviewed their systems to monitor the quality of the service they provided. For example, they had introduced focused checks to ensure the environment was suitably maintained to keep people safe.
- The provider had reviewed their existing risk assessment systems. For example, they risk assessed the lack of window restrictors on the first floor and took action to minimise the potential for harm until a suitable alternative had been arranged.
- The provider had addressed potentially unsafe working practice by ensuring substances hazardous to health were stored securely.

Continuous learning and improving care

- The provider had updated their knowledge of health and safety, infection prevention and control and fire safety. Additionally, they sought advice from other care professionals and recognised experts in health and safety to make the improvements that had been required.