

Caring Homes Healthcare Group Limited

Miranda House

Inspection report

High Street
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Swindon
Wiltshire
SN4 7AH

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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

Miranda House is a care home providing personal and nursing care for up to 68 people, some of whom live with dementia. At the time of our inspection there were 35 people living at the service. Accommodation was provided over two floors accessed by stairs and a lift. People had their own rooms and there were communal areas such as a conservatory and lounges for people to use. The home had a secure garden accessed from the ground floor.

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

At our last inspection we found people were at risk of harm as the provider had failed to put in place a robust, safe system to manage incidents. At this inspection this had improved, and the provider had an oversight of incidents and accidents. Incident forms were being completed and action taken recorded. Reflections for learning were taking place to prevent reoccurrence and analysis of incidents had been carried out to highlight themes and patterns. Relevant agencies had been notified where appropriate about serious incidents and safeguarding concerns.

People who experienced distress reactions were better supported by staff who had been trained and given guidance and support. The provider had organised training for staff to help them gain skills in personal safety and conflict management. Senior management had been available to offer staff guidance and talk about strategies. People's behaviour support plans had been reviewed so their current needs were recorded with clear strategies for staff to follow.

People were being supported by staff who wore personal protective equipment (PPE) safely. There were supplies of PPE available to staff and training on how to use it had been provided. Staff had additional rest rooms available so they could socially distance whilst on breaks. People and staff were being tested for COVID-19 following government guidance. No cases of COVID-19 had occurred for a number of months.

The environment had been re-decorated and looked brighter and fresh. Flooring had been replaced and new furniture had been bought. The service looked clean throughout and staff told us they cleaned high contact areas regularly. There had been no new admissions recently, so the isolation area was not in use.

Visiting from relatives was welcomed if booked in advance and planned. This enabled visiting areas to be thoroughly cleaned. Visitors were screened prior to admission and asked to carry out a Lateral Flow (LFT) test, which is a rapid result test for COVID-19. Visitors were also asked to wear PPE whilst at the service.

The provider kept managers and staff up to date with guidance through regular meetings and communications. Any updates were shared with people and relatives using email and newsletters.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 30 March 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 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. 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 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 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?

At our last inspection we rated this key question requires improvement. 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

Miranda House

Detailed findings

Background to this inspection

The inspection

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.

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

This inspection was carried out by two inspectors.

Service and service type

Miranda 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.

The service did not have a manager registered with the Care Quality Commission. A registered manager and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. The service was being temporarily managed by an interim manager until a new manager started their position.

Notice of inspection

This inspection was unannounced and started at 4pm.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. 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 spoke with two people who used the service and four members of staff. We also spoke with the regional manager, operations director, the interim manager and the quality support manager. We reviewed a range of records which included five people's care records, incident forms and incident analysis records.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data, behaviour and falls analysis. We spoke with a further four members of staff and the regional and interim managers.

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 check if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse; Assessing risk, safety monitoring and management; Learning lessons when things go wrong

At our last inspection the provider had failed to put into place measures and take action to keep people safe from harm. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. In response to this breach of regulation we served a warning notice.

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

- At our last inspection the provider had failed to give staff the training they needed to work safely when supporting people at Miranda House. At this inspection we observed additional training had been provided and more was planned.
- Staff had been able to complete e-learning training for a personal safety and conflict management course which gave them additional skills and knowledge. The final part of the training was a practical full day session which was being rolled out. We spoke with some staff who had completed the training who told us it was "interesting" and helpful to them in their roles. One member of staff said, "It gives you a different perspective really about what to think about."
- Refresher training for moving and handling had been completed and the provider had reviewed the content of their moving and handling practical training.
- At our last inspection the provider had failed to make sure incidents were recorded in full to enable investigations to be carried out. This meant there were a number of incidents whereby the provider was not clear about what had happened, and other agencies had not been notified.
- At this inspection we observed this had improved and incidents were recorded in full on incident forms. Systems had been put in place to make sure incidents were reported to the management so an investigation could take place and relevant agencies notified such as the local safeguarding team.
- At our last inspection the provider was not able to demonstrate a learning culture from incidents and accidents and evidence safety measures were reviewed to ensure lessons learned. At this inspection we observed incident forms recorded actions taken to prevent a reoccurrence. Where needed an investigation took place and analysis of the cause was carried out. This action aimed to reduce incidents of a similar theme.

- At our last inspection some actions taken in response to risk were not appropriate and achievable. As a standard response to incidents of aggression, staff recorded a safety measure as an observation of people's whereabouts every 15 minutes. This measure was not being carried out at all times. At this inspection we observed the provider had reviewed people's needs. Where people's needs were not being safely met people had moved to other more appropriate services.
- Safety measure in response to people's risks had been reviewed by the management team and put in place to keep people safe. People's positive behaviour support plans had been reviewed and contained more details about people's needs and strategies for the staff to follow.

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.