

Ms Sonia (Sonal) Solanki

Abode Residence

Inspection report

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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

Abode Residence is a residential care home providing personal care to eight people aged 65 and over at the time of the inspection. The service can support up to 13 people in one adapted building.

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

People said they were helped promptly. Staff were deployed effectively and had received training to maintain their knowledge and skills. People were cared for in a clean environment and checks were carried out to ensure the environment was clean.

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 good (published 06/052021).

Why we inspected

We undertook this targeted inspection as we had received concerns about the provision and deployment of staff. A decision was made for us to inspect and examine those risks. 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 found no evidence during this inspection that people were at risk of harm from this concern.

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.

Please see the safe section of this full 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?

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

Abode Residence

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection on a specific concern we had about the availability and deployment of staff.

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

Abode Residence 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. 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

Before the inspection we reviewed information we held about the service. The provider was not asked to complete a provider information return prior to the inspection. This is information we require providers to send us to give us 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 judgements in this report. We sought feedback from the local safeguarding authority to help us plan the inspection effectively. We used all this information to plan our inspection.

During the inspection

We spoke with two people who used the service and two relatives shared their views of the service. We spoke with three members of staff who worked at the service, the cook, the provider and the registered manager. During the inspection we reviewed incident and accident records, personal care records, rotas and training records.

After the inspection

We continued to communicate with the provider and registered manager, further information was sent to us to review as part of the inspection process.

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.

Staffing and recruitment

- The registered manager ensured sufficient staff were deployed to support people. A dependency tool was used to help inform the number of staff required to meet people's needs. People spoken with raised no concerns regarding the availability of staff to help them and said they could follow their own preferred routine. One person described their life as, "Comfortable."
- Staff who worked at the home told us that they were happy with the staffing arrangements. Staff confirmed they had sufficient time to sit and chat with people, help people when this was needed and had time to take their breaks.
- Staff rotas showed extra staff were provided if this was needed. Staff told us and records showed, an additional staff member had been provided when an extra staff member was required.
- A cook had been employed to work at the home five days a week. Staff explained this had been helpful as it allowed them to spend more time with the people they supported.
- Relatives raised no concerns about the care provided at the home. One relative commented there were times when staff were busy and an additional member of staff may have been helpful. We have passed this to the provider for their consideration.

Preventing and controlling infection

- We were somewhat assured that the provider was using PPE effectively and safely. We noted the registered manager and provider did not wear masks when they were in the office together.
- 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 somewhat 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.

We have also signposted the provider to resources to develop their approach.