

Avery Homes (Cannock) Limited

Alma Court Care Home

Inspection report

Heath Way
Heath Hayes
Cannock
Staffordshire
WS11 7AD

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Tel: 01543273860
Website: www.averyhealthcare.co.uk/care-homes/staffordshire/cannock/alma-court

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Alma Court Care Home is a care home that provides nursing and personal care for older people, most of whom are living with dementia. At the time of the inspection, 44 people lived at the service. The home is divided into six separate units, each with its own communal areas.

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

The provider had assessed the risks to people associated with their care and support. Staff members were knowledgeable about these risks and knew what to do to minimise the potential for harm to people.

When incidents, accidents or other significant event occurred the provider had systems in place to identify any learning and to review their systems to minimise the risk of reoccurrence. Any learning was effectively passed on to staff members to improve people's safety.

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 24 April 2019).

Why we inspected

The inspection was prompted in part by notification of a specific incident. The information CQC received about the incident indicated concerns about the management of the risk of scalding. This inspection examined those risks.

We found no evidence during this inspection that people were at risk of harm from this concern.

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

Alma Court Care Home

Detailed findings

Background to this inspection

Why we inspected

This was a targeted inspection to check whether the provider had systems and processes in place to effectively manage risk and to provide safe care and treatment to people.

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 completed by one inspector.

Service and service type

Alma Court 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.

The service had a manager registered with the Care Quality Commission. This means they, along with 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. However, we gave the service notice of the inspection on our arrival in the carpark. 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

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 reviewed information we had received about the service since the last inspection. We asked the local authority and Healthwatch for any information they had which would aid our inspection. Local authorities together with other agencies may have responsibility for funding people who used the service and monitoring its quality. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service and one relative. In addition, we spoke with seven staff members including three carers, a senior carer, the area manager, the deputy manager and the registered manager. We looked at the care and support plans for four people specifically the assessments of risk associated with their care and support.

After the inspection

We reviewed the information gathered to validate the 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 requires improvement. This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed.

We have not changed the rating of this key question, as we have only looked at parts of the key question, we had specific concerns about.

Assessing risk, safety monitoring and management

- People were safely supported by those assisting them. One person told us they had fallen before living at Alma Court Care Home and this had impacted on their confidence. However, because of the support they now receive, they have no concerns and feel confident to move around as they please. One relative said, "They [staff] look after [relative's name] with the upmost professionalism and care. Keeping them safe whilst being kind and attentive."
- People had assessments of risk in place to support and guide staff members on how to safely support them. These included, but were not limited to, maintaining skin integrity, mobility, diet and nutrition. Additionally, people had assessments in place to minimise the potential of scalds and burns.
- Staff members could tell us about those they supported including how to minimise the potential for harm. One staff member said the risk assessments were regularly reviewed or if there was a change in circumstances. Any changes were communicated to staff members who were directed to the revised risk assessments to ensure the support provided was consistent.

Learning lessons when things go wrong

- The provider had systems in place to review any reported incidents, accidents or near misses. For example, following an incident where one person was injured as a result of contact with a hot liquid the provider reviewed their system of risk assessment. They introduced further specific assessments and control measures to minimise the potential for harm. Staff members told us they received additional information and knew how to safely support people whilst respecting their individual needs and preferences.

Preventing and controlling infection

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- 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 somewhat assured the provider was promoting safety through the layout and hygiene practices of the premises. This was because some doors and furniture was showing signs of wear which prevented effective cleaning of these items. However, we saw evidence furniture was in the process of being replaced

and the doors would be replaced as part of an ongoing refit 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.