

Layden Court Care Home Ltd

Layden court Care home

Inspection report

All Hallows Drive
Maltby
Rotherham
South Yorkshire
S66 8NL

Tel: 01636673017

Date of inspection visit:
31 October 2022
10 November 2022

Date of publication:
17 November 2022

Ratings

Overall rating for this service

Inadequate ●

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Layden Court is a care home providing personal care and nursing. It can accommodate up to 92 people. Some people using the service were living with dementia. There were 47 people using the service at the time of the inspection.

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

There was a new manager appointed following our previous inspection and they were registered with The Care Quality Commission (CQC). They had reviewed and improved the quality monitoring systems with the support of the nominated individual. We found the systems being used were predominantly effective in identifying areas for improvement to ensure the service improved outcomes for people who used the service. These systems required embedding into practice and sustained to continue to drive improvements.

We identified some issues with infection, prevention and control, we were not fully assured that the provider was promoting safety through the hygiene practices of the premises. We discussed this with the registered manager and nominated individual, they acknowledged this could be improved. They developed a more robust audit system and sent us their completed audit and action plan. This evidenced issues had been picked up and were being addressed.

Staff we spoke with told us the service was much improved, they felt listened to and supported. Relatives told us they had seen improvements and that communication with the management team was better. The management team were promoting a positive culture that was person centred, staff were receiving training and support to embed this into practice.

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 inadequate (published July 2022).

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 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 inadequate.

We use targeted inspections to follow up on Warning Notices or to check 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.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

Special measures

The overall rating for this service is 'Inadequate' and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe. And there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it. And it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

At our last inspection we rated this key question inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Layden court Care home

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 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Layden Court is a 'care home'. People in care homes receive accommodation and nursing and personal care as a single package under one contractual agreement dependent on their registration with us. Layden Court is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We received feedback from the local authority and professionals who work with the service. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to

make.

During the inspection

We spoke with 3 relatives of people who used the service about their experience of the care provided. We spoke with 9 members of staff including, the registered manager, deputy managers, nurses, team leader, care staff and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We reviewed a range of records. This included incident reports and weight records. A variety of records relating to the management of the service, including quality monitoring, the environmental improvement plan, infection, prevention and control audit and action plan.

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 inadequate. We have not changed the rating of this key question, as we have not looked at all of the well-led key question at this inspection. 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 the whole key question at the next comprehensive inspection of the service.

At our inspection in May and June 2022 we found there were insufficient and inadequate systems in place to monitor and improve the quality of the service. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We issued a warning notice. At this visit we found improvements had been made and the providers had met the requirements of the warning notice.

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

- The provider had employed a new manager, who had commenced in July 2022. They had registered with the CQC.
- The staff we spoke with told us the service had improved in the last three months. They said they felt supported and were listened to. They were clear about their roles and responsibilities. One staff member said, "The new management team has been a positive change, they are very approachable."
- The providers and the manager understand the regulatory requirements. The providers had been overseeing the service since our last inspection to ensure governance systems implemented and outcomes for people were improved.

Continuous learning and improving care

- We looked at a selection of audits and found the improved monitoring systems were robust to ensure any issues identified were followed up. These new systems required embedding into practice to ensure they were sustained.
- Infection, prevention and control could be improved; we were not fully assured the hygiene practices of the premises promoted safety. The registered manager agreed these required improving and developed a more robust audit tool, the completed audit and action plan was sent to us after our site visit.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- Staff training and support had been provided to promote person centred care. Predominantly support we observed was person centred and staff we spoke with knew people well knew and how to meet their needs. The registered manager was aware further training and support was required. They told us this would be addressed at staff supervision to ensure staff received full support in developing their roles to improve outcomes for people.
- We observed leadership and direction, to ensure staff were deployed effectively to meet people's needs.

- The registered manager had commenced meetings with relatives to improve communication. This showed people were listened to, promoting a positive, open and inclusive culture. One relative told us there had been improvements in the management team. They felt they could raise concerns and they would be dealt with. They said, "They might [management] not resolve it straight away, but they will sort things out. That's a big improvement from before. Nothing would get done."