

Brookvale Care Homes Limited

Brookvale House

Inspection report

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29 October 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service responsive?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

Brookvale House is a care home registered for up to 35 people who may be living with dementia. There were 31 people living there during our inspection. The home is over two floors. There are communal areas on the ground, including a music lounge, quiet sitting areas, a television lounge and dining area. The garden is landscaped and designed for the people using it.

People's experience of using this service and what we found
Relatives told us people were safe and happy living at Brookvale House.

Safeguarding and complaints procedures were in place and relatives told us they felt able to complain if they needed to.

Systems were in place to ensure the home was kept clean and extra cleaning had been put in place to protect against the risks of Covid-19.

Staff were positive about the management structure, which included a new manager.

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 19 May 2018).

Why we inspected

We undertook this targeted inspection to follow up on specific risks we had identified about the service, based on our data collection. A decision was made for us to inspect and examine those risks, which were the lack of a registered manager and how safeguarding alerts and complaints were addressed.

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 coronavirus and other infection outbreaks effectively.

CQC have introduced targeted inspections 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. Please see the Safe, Effective and Well-Led sections of this full report.

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

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programmed. 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 good. 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

Is the service responsive?

At our last inspection we rated this key question good. 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

Is the service well-led?

At our last inspection we rated this key question good. 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

Brookvale House

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

This was a targeted inspection on specific risks we identified regarding the lack of a registered manager and how safeguarding alerts and complaints were addressed.

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 conducted by one inspector.

Service and service type

Brookvale 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.

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 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 used all of this information to plan our inspection.

During the inspection

We spent time in a communal area, observing how staff interacted with people living in the home. We spoke with the new manager and one staff member. We looked at records including safeguarding and complaints paperwork.

After the inspection

We spoke with two relatives and two staff on the telephone.

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 good. 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 a specific concern we had about Brookvale House. 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

- The provider had policies and procedures in place designed to protect people from the risk of harm and abuse.
- Staff had completed training in safeguarding adults and were aware of the different types of abuse and what they would do if they suspected or witnessed abuse.
- The new manager had recently liaised with the local authority safeguarding team as part of an investigation into a safeguarding concern. Following the investigation, the manager had identified lessons to be learnt to improve some aspects of care for the future and had put an action plan in place.
- Relatives felt their family members were safe living at Brookvale House. One told us, "They are very, very good and kind to [my relative]." Another said, "[My relative] loves it there. [Staff] are doing a fantastic job under difficult circumstances."

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 had sought to access 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.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. 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 a specific concern we had about Brookvale House. We will assess all of the key question at the next comprehensive inspection of the service.

Improving care quality in response to complaints or concerns

- The provider had a complaints policy in place.
- The home had received one complaint this year. We saw that the complaint had been investigated straight away and lessons had been learnt to improve communication.
- Relatives told us they would feel able to make a complaint if they needed to.

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 good. 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 a specific concern we had about Brookvale House. We will assess all of the key question at the next comprehensive inspection of the service.

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

- There was not a registered manager at the home as the previous registered manager had left recently. However, the new manager had applied to the Commission to become the registered manager and the process was in progress.
- Staff were positive about the new manager. One staff member told us, "I can talk to [the manager] at any time. On [her] first day, she was introduced to each resident, she was really interested in their background, whether they like it here and she had a good connection with them."
- Staff were clear about the leadership structure, which included the manager, assistant manager and the provider's representative. Staff felt that the management team was approachable and visible in the home.
- There were systems in place which ensured we were notified of any reportable events.
- The provider had systems in place to identify and manage risks to the quality of the service, and these were used to drive improvements. This included a range of audits and the manager had created a new infection control audit in relation to Covid-19.