

Aegis Residential Care Homes Limited

Holly Bank Care Home

Inspection report

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Date of inspection visit:
22 August 2023

Date of publication:
11 September 2023

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Holly Bank Care Home is a care home providing accommodation for up to 31 older people, including people living with dementia. At the time of the inspection there were 19 people living at the home.

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

We received information raising concerns about the support for people during hot weather and the suitability of the environment. We wrote to the provider and asked for information around their systems and processes. This included 'hot-weather' protocols, assessment of people's needs, staff awareness and policy and procedure for managing people's safety (safeguards). We inspected the home to see how care and support was being provided against the information the provider had shared with us.

During the inspection we noted people were offered drinks and there was a choice of drinks available and within easy reach. Hydration charts had been completed by staff. When there was a concern people were not drinking enough, they were monitored with action taken in appropriate cases.

Heating equipment was working properly and had been inspected by an expert and certified as being safe and effective.

Whilst we did not identify any additional concerns in relation to Holly Bank Care Home, we found that the provider's progression of environmental improvements required updating. Some areas of the home required refurbishment. We have made a recommendation about this.

The manager and provider representative was working closely with the local safeguarding team to reflect on the current practice within the service to ensure that lessons were learned and to make improvements where needed. Rating at last inspection The last rating for this service was Good (published 15 June 2022).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about the support for people during hot weather and the suitability of the environment.. A decision was made for us to inspect and examine those risks.

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 these concerns.

Please see the safe section of this full report. You can read the report from our last comprehensive

inspection, by selecting the 'all reports' link for Holly Bank Care Home on our website at www.cqc.org.uk.

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?

Inspected but not rated

Inspected but no rated

Holly Bank 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 specific concerns about the support for people during hot weather and the suitability of the environment. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by and inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Holly Bank 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 who was in the process of registering with the Care Quality Commission. Registered managers 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 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. 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. We had requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

During the inspection

We spoke with 5 members of staff including the manager and provider representative. we also spoke with 5 people who use the service and 1 relative.

After the inspection

We continued to seek clarification from the provider and manager to validate 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 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 explore the specific concerns we had about Holly Bank Care Home. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Some improvements were required to the environment. Areas of the home were in need of refurbishment. For example, some carpets were worn and stained. This could affect cleanliness in the home and was an infection prevention concern.
- During the inspection the provider gave us an action plan and improvement programme they had implemented for environmental improvements in the home. We noted that areas where carpets and floor were in need of replacement had been approved for renewing in September 2023.

We recommend the provider implements a robust improvement plan in relation to all areas of the home that require refurbishment. This should be shared with residents, their relatives and commissioners of services.

- People were supported to eat and drink appropriately and noted there were a variety of drinks available. People's consumption was monitored and appropriate action taken when there were concerns. This included encouragement and offering alternatives that people preferred. One person said, "There is always plenty to drink. They [staff] check regularly that you have something. I can always ask for a cup of tea but they come round with a drinks trolley and biscuits."
- Appropriate checks were made of essential equipment and systems. This included the heating and water system and fire safety measures and related equipment.
- Risks to people within the environment were identified and managed. For example, those who were unable to access stairs independently were supported by staff and equipment was available to assist with mobilisation. This equipment was regularly checked.