

Banbury Heights Ltd

Banbury Heights Nursing Home

Inspection report

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Banbury
Oxfordshire
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Tel: 01295262083

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06 November 2020

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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

Banbury Heights Nursing Home is registered to provide accommodation and personal or nursing care to people predominantly aged 65 and over, including those living with dementia. The service can support up to 59 people. There were 50 people at the home at the time of the inspection including people staying in 'hub' beds. Hub beds are designed as an interim placement for people who no longer need to stay at a hospital and require either additional support or further assessment before they are ready to return to their own home.

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

We received information raising concerns about staffing and how people at the service were being kept safe. We shared these concerns with the local authority and raised with the provider to seek reassurance and inspected the service to gather additional feedback from people, their relatives and staff.

We found people were safe and any risks, such as around their mobility or skin integrity were assessed, recorded and regularly reviewed. People and their relatives praised the staff and how they adhered to good infection control guidance.

Staff told us there was good team work and praised the provider for their support during the pandemic. Staff appreciated the changes being implemented by the new manager, and whilst in general staff felt the changes made were definitely 'better for the residents' some staff felt there were too many changes happening at the same time which was a bit unsettling. We raised this with the management team who reassured us they would work with the team to find an appropriate pace of making the improvements.

As part of the government's response to the coronavirus pandemic, the Social Care Taskforce has asked CQC to look at the preparedness of care homes in relation to infection prevention and control. We found the following examples of good practice in relation to infection control.

The provider ensured people's relatives were able to visit people safely. The provider converted one of the lounges with access to the garden into a designated visiting room with a transparent plexiglass divider. We saw the room being utilised on the day of our visit. Where people were unable to use the room, other ways of contact were in place, for example by using technology such as video calling.

People were supported by the provider's own team of staff and no temporary agency staff were being used. The communal areas we saw were clean and the service was free of unpleasant odours.

There were systems in place to ensure safe admissions, either by ensuring people had a negative test result or individual risk assessments and barrier nursing being used until the results had been confirmed. The management were aware of zoning guidelines.

The provider ensured there was a sufficient stock of personal protective equipment (PPE) and the staff had infection control training and understood the importance of using PPE. One person told us, "Because of the virus staff wear masks and aprons. Everybody is covered up!"

Regular testing for Covid-19 took place for both people living at the service and the staff. The provider had a contingency plan detailing what to do in case of an outbreak, this included winter planning and people and staff were encouraged to have their flu vaccine.

Further information is in the detailed findings below.

Rating at last inspection and update

The last rating for this service was Good (published 22 November 2019).

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 staffing and how people at the service were being kept safe. A decision was made for us to inspect and examine those risks.

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 Banbury Heights Nursing 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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Banbury Heights Nursing 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 concern we had about staffing and how people at the service were being kept safe. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Banbury Heights Nursing 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 new manager who planned to register with the Care Quality Commission. Only 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. We telephoned the service just before the entering to check if anyone at the service was Covid-19 positive or had symptoms.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We used this information to plan our inspection.

During the inspection

We spoke with one person and seven members of staff including the directors. We reviewed people's risk assessments, complaints log and staffing rotas.

After the inspection

The day after the site visit we contacted two more people, three relatives and an external health professional to gather further feedback. We continued to seek clarification from the provider to validate evidence found and arranged for the call with the new home manager who was not present at the home on the day of our visit.

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 explore the specific concerns we had about the service. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment. Assessing risk, safety monitoring and management

- People and their relatives said people were safe. Comments included, "I feel safe, there's no doubt about that. They come quickly when we press buzzer" and "No concerns at all about the home. I can tell staff are regular, I am sure they must be utterly exhausted, but they seem cheerful."
- Risks to people's individual conditions surrounding for example, their mobility had been assessed and recorded. People's care records gave clear instruction around the equipment needed to be used and staff received training in using these.
- Where people sustained a concern around skin integrity a designated care plan was created including pictures taken to evidence the process of the healing progress.
- The provider ensured there were sufficient staffing levels. Staff told us where there had been occasions of being short staffed, this was due to last minute sickness. We raised this with the provider who informed us the new manager ensured the attendance policy was being followed to address these concerns.

How well are people protected by the prevention and control of 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 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.