

The Brandon Trust

Hampstead Road Care Home

Inspection report

76-78 Hampstead Road
Brislington
Bristol
BS4 3HW

Tel: 01179720811

Website: www.brandontrust.org

Date of inspection visit:
11 August 2017

Date of publication:
01 January 2018

Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

The inspection took place on 11 August 2017 and was unannounced. At our last inspection we had found that there had been a breach of a Regulation because the provider had not ensured that effective recruitment procedures were maintained. At this inspection we found that action had been taken.

We undertook this focused inspection to ensure that people using the service were safe, and received a service that met their needs. This report only covers our findings in relation to these areas. When we last inspected the service in March 2016 we rated the service as 'Good'. You can read the report from our last comprehensive inspection, by selecting the 'All reports' link for Hampstead Road on our website at www.cqc.org.

There was an acting manager for the service who was going to apply to be registered with us. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

There were some avoidable health and safety risks in the environment. We saw for example some nails left in a communal area that could easily have been swallowed by someone at the home. Maintenance of a kitchen drawer was carried out in the kitchen, on top of the kitchen surface. This could have posed an infection control risk.

People were safely supported with their medicines. These were stored, administered and audited safely. Staff were trained to make sure they knew how to safely support people to take the medicines they required for their health and wellbeing.

Staff were attentive to people and we observed that they provide people with safe care. The staff used moving and handling equipment safely for example and made sure people were safe when they were seated in their wheelchairs. They also supported

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Some aspects of the services were not safe

People were not fully protected because the premises had some avoidable hazards that put people at risk.

People's medicines were managed and given to them safely.

Peoples were cared for by staff who knew how to support them safely.

Requires Improvement ●

Hampstead Road Care Home

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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. 'This inspection took place on 11 August 2017 and was unannounced.

We reviewed information we had received about the service such as notifications. This is information about important events which the provider is required to send us by law. We also looked at information sent to us from other stakeholders, for example the local authority.

We met six people who were living at the home. We spoke with three members of staff. We looked in detail at whether people were cared for safely.

We reviewed records relating to people's care and the management of medicines. We also looked at staff recruitment and quality audit records relating to the safety of the home.

Is the service safe?

Our findings

At our last inspection in March 2016 we had found that recruitment procedures for staff were not fully safe. This had meant there was a risk that unsuitable staff could be employed. We carried out this inspection to find out whether action had been taken to ensure that recruitment procedures were now safe. At this inspection we found that risks of abuse to people were minimised because there was a robust recruitment procedure for new staff. This included carrying out checks to aim to make sure staff were safe to work with vulnerable adults. The staff recruitment records showed that appropriate background checks for safer recruitment such as proof of identity and right to work in the United Kingdom had been obtained. Enhanced criminal record checks had been undertaken to ensure staff were not barred from working with vulnerable adults.

We saw the staff on duty assisted people safely with their care in a number of ways. For example, staff supported people whose mobility sometimes meant they experienced falls. Staff supported people who were at risk of choking by discreetly being near them at mealtimes so that they were available to help the person if necessary. Staff assisted people to travel safely by ensuring they were safely strapped into the vehicle before they went out. Staff had a good knowledge of individual risk assessments. We read individual risks assessments which set out the measures in place to enable people to take part in activities with minimum risk to themselves and others.. One person had a risk assessment for a medical condition. Their risk assessment was clear and informative. There was also more information on how to deal with the medical risk in other sections of the person's care records.

The environment did not look safe in certain areas we viewed. A chest of drawers had been moved for maintenance reasons; however it partly blocked one of the fire exits. Three nails had been left where people could pick them up and cause themselves harm with them. Maintenance staff were in the kitchen fixing a kitchen drawer. This was task partly done by resting the drawer on one of the kitchen surfaces while glue was applied to it. This was a potential infection control risk. Although The chef on duty told us they were going to clean the surface .

Health and safety checks were carried out regularly .Suitable actions were put in place to reduce the risk of harm and to keep people safe. For example, there was guidance in place that explained how to support people to be in the kitchen and garden safely. Regular checks were undertaken and actions put in place to try to ensure the premises were safe and suitable. Checks were carried out to ensure that electrical equipment and heating systems safe. Fire safety records showed that regular fire checks had been carried out to ensure fire safety equipment worked.

There were suitable secure storage facilities for medicines that included storage for medicines which required refrigeration. The fridge temperature and the temperature in the room where the medicines were stored was checked and recorded each day. There were medicine administration records and a record of medicines entering the home from the pharmacy. These recorded when medicines were received, when administered or refused. Any omissions to medicine being given were explained and the reason was clearly coded. We looked at medicines to be given as required. These had a protocol and guidance for staff to

follow when deciding to give additional medicine to people.