

Pine View Care Homes Ltd

# Silver Birches

## Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Silver Birches is a residential care home, providing personal or nursing care to up to 19 people, some of whom are living with dementia care needs. At the time of inspection, 17 people were living at the service.

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

Staffing levels were sufficient. People told us staffing levels were consistent, and they received the care they required.

Medicines were managed effectively. Storage and administration of medicines was safe, and staff were trained in this area.

Staff recruitment procedures ensured that appropriate pre-employment checks were carried out.

The service was clean, tidy, and staff followed infection control procedures.

Staff treated people with kindness, dignity and respect. We observed positive interactions between people and staff, and feedback from people about staff relationships were good.

Audits and checks were in place to find and act on any areas for improvement. Staff felt well supported by the management team.

The management notified CQC of specific events, as and when required.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 27 October 2018)

### Why we inspected

We received concerns in relation to staffing numbers within the service and oversight. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

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?

Good ●

The service was safe.

Details are in our safe findings below.

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

# Silver Birches

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

Silver Birches 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 registered with the Care Quality Commission. This means they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. The registered manager was not present on the day of our inspection.

#### 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.

#### During the inspection

We spoke with four people who used the service about their experience of the care provided. We also spoke

with three members of care staff, the home manager and the quality manager. After the inspection site visit, the registered manager sent us further documents to support our inspection

We reviewed a range of records. This included four people's care records, medication records, staff recruitment information, and audits.

# 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. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People we spoke with felt safe within the home and with the staff. One person told us, "They look after me very well here, I can't complain." Staff were trained in how to keep people safe from abuse and recognised the signs that might indicate a person was being abused. They knew how to report concerns to the registered manager, provider, and external agencies if necessary.
- The provider had systems in place to safeguard people from abuse including safeguarding and whistleblowing policies and procedures.

Staffing and recruitment

- There were enough staff working at the service to provide people with adequate care. People we spoke with said they received the care they required. One person said, "They come quick enough if I press the call bell."
- Our observations during inspection were that enough staff were on shift to respond to people's needs. Staff told us that staffing levels were consistent, and that management would step in in emergencies, as well as having a backup of some staff who lived on site.
- The provider had safe staff recruitment checks in place. This meant that checks were carried out before employment to make sure staff had the right character and experience for the role.

Assessing risk, safety monitoring and management

- Risk assessments documented risks that were present in people's lives, and enabled staff to work safely with people. Detailed assessments on things such as skin care, nutrition, mobility and medication were in place.
- Risk assessments were reviewed, and staff understood and followed risk assessments appropriately.

Using medicines safely

- Medicines were stored and administered safely. Medicine administration records (MAR) were accurately completed, and details around people's specific needs with medicines, were documented and reviewed.
- Staff were trained to administer medicines safely. One staff member told us "I'm doing the training now, so I can't administer meds until I've completed the training."

Preventing and controlling infection

- We were not always assured that the staff were using PPE effectively and safely. During our inspection we saw some staff not wearing masks correctly. We raised this with the quality manager who told us they would address this with the staff team immediately, to ensure masks were worn correctly at all times.

- The service was clean and well maintained.
- 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.
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- 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.

#### Learning lessons when things go wrong

- Incidents and accidents were recorded and reported, where necessary, to the appropriate authorities. Managers reviewed incident and accident data to identify any themes or trends, and actions were taken to make improvements and share learning points through team meetings.

# 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. At this inspection this key question has remained the same.

This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The management structure was clear which ensured everyone understood their roles and responsibilities. Staff told us they were well supported by management. One staff member said, "If you ever need help the registered manager guides you through. They are very understanding and they sort things for us." Another staff member said, "It's a very good company to work for."
- Quality assurance systems were effective; any shortfalls were picked up and addressed. A quality and compliance manager was in post who conducted regular checks and audits throughout the service.
- Staff told us they understood their responsibility to report and record any accidents or incidents which ensured any risks were mitigated.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong;

- The managers fulfilled their legal obligations to notify the Care Quality Commission of serious incidents involving people living at the home.
- The manager was aware of and had systems in place to ensure compliance with duty of candour responsibilities. The duty of candour is a set of specific legal requirements that providers of services must follow when things go wrong with care and treatment.
- The management team were open and honest during our inspection.

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

- People received support tailored to their needs. We saw that staff understood people well and communicated with them in a way they could understand.
- Staff told us they felt able to get to know people, understand their needs, and achieve good outcomes. This included support for people who stayed at the service for a short period of time before returning to their own home.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Residents meetings had been held to discuss ideas and suggest any changes that were required.



- Team meetings were used to share information with staff, and allow staff to feedback. We saw minutes of meetings to confirm these took place, and staff told us they were comfortable to speak up within this forum. Staff told us information was sufficiently handed over to them every time they started a shift.
- People and their families were able to feedback formally via surveys and questionnaires.

#### Working in partnership with others

- Management worked in partnership with other health and social care professionals to ensure people's care needs were met. People told us they received the healthcare they required, and staff had a good knowledge of people's needs, and when to seek support from outside professionals.