

Newco Southport Limited

Burgess Manor

Inspection report

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Date of inspection visit:
30 April 2021

Date of publication:
13 May 2021

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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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

Burgess Manor is a residential care home providing personal and nursing care to 41 people at the time of the inspection. The service is registered to support up to 53 people.

People's experience of using this service

People we spoke with told us they felt safe in the home.

Arrangements were in place for checking the environment to ensure it was safe in relation to infection control and the threat of Covid-19. We found the policies and procedures in place followed current national guidance.

We spent time on the mental health unit as there had been several recent safeguarding concerns involving management of risk and challenging behaviour. People were settled on the unit and any risks in relation to their mental health needs had been carefully assessed.

The home was staffed appropriately. There was a core of long serving staff in the home who had good knowledge and rapport with the people they supported.

Staff had been trained in safe holding and de-escalation, but this had not been updated for some time. The registered manager and the trainer for the company had recently attended external update training and would be rolling this out to staff. We had some discussion around staff support following incidents of restraint and the registered manager assured us this would be included in any updated policy for the home. Episodes of restraint were minimal and were carefully recorded and monitored through the home's quality assurance processes.

There had been settled management of the home since the last inspection. People felt the care staff had the skills and approach needed to help ensure they were receiving the right care. Staff we spoke with felt supported by the registered manager and enjoyed working at Burgess Manor.

Rating at last inspection:

The last rating for this service was Good (published 23 January 2020).

Why we inspected:

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. A decision was made for us to inspect and examine those risks. We had concerns about the way the provider was managing policy and practice related to infection control; specifically, around COVID19. We also received some safeguarding concerns about the way staff responded to managing clinical risk for people.

The Care Quality Commission 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.

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.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

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 not rated

Is the service well-led?

Inspected but not rated.

Inspected but not rated

Burgess Manor

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider was meeting requirements in specific areas of concern; infection control with reference to Covid-19 and the management of clinical risk.

Inspection team

The inspection was undertaken by two adult social care inspectors.

Service and service type

Burgess Manor is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and specific aspects of these were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they 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

We announced the inspection at very short notice; this was to have some preliminary discussion around the use of Personal Protection Equipment (PPE) on inspection. The inspection took place on 30 April 2021 with a site visit and we continued to make follow up calls to check and get more evidence.

What we did

Our planning considered information the provider sent us since the last inspection. This included information about incidents the provider must notify us about, such as abuse or other concerns as well as information about how the provider was managing Covid19. We reviewed information sent by the provider about specific incidents; we had asked for these prior to our visit.

We obtained information from the local authority commissioners and other professionals who work with the service.

The provider was not asked to complete a provider information return prior to this inspection. This is

information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection, we spoke with ten people using the service to ask about their experience of care. We also spoke with the registered manager, deputy manager, four members of care and support staff and a senior manager for the provider.

Over the course of the inspection we reviewed specific aspects of four people's care records and a selection of other records including policies and procedures for infection control and management of risk and training records for staff.

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 specific concerns we had about infection control and the management of Covid-19, staffing, and how people were being supported when presenting with challenging behaviour that may require safe holding.

We will assess all the key question at the next comprehensive inspection of the service.

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 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.

Staffing

- Enough numbers of suitably qualified and trained staff were deployed to meet people's needs.
- All the people we spoke with said they were satisfied overall with the support they received; one person commented, "Staff are fine; they are always about. Some [people] here are difficult but staff manage well." People told us they felt safe because of this.

Assessing risk, safety monitoring and management

- Risk assessments were completed to identify areas of risk and how people needed to be supported.
- Care files had clear examples of positive behaviour support plans, challenging behaviour plans, and supporting documentation such as behaviour monitoring charts in place.
- People said they felt safe. People told us staffing was fairly consistent, particularly given the current pressures around Covid-19.

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 specific concerns we had about the monitoring and provision of staffing and the auditing and quality of care standards.

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

- There was a registered manager who was very experienced and effective.
- The feedback we received from people and staff evidenced a settled and consistent approach by the registered manager.
- Systems and processes in place to monitor the quality and safety of the service were effective in monitoring and developing the service. We made observations regarding the external garden environment on the mental health unit; this had been identified for improvement and there was a plan to upgrade this area.
- The service had sent statutory notifications informing us of changes and events in the home as required. We reviewed one incident in the home which had not been notified to CQC; the registered manager actioned this post inspection.

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

- Regular reviews took place which included the wider Multi-Disciplinary Care Team [MDT] for people using the service to ensure the support was meeting their needs.
- The complex nature of people's diverse care needs were reflected in the care records we saw which contained good detail and were person centred.

Continuous learning and improving care

- Quality assurance measures identified areas for improvement; for example, the ongoing development the environment in the home.
- The recent concerns shared with the provider had been positive in establishing internal review. This had led to further training for staff and development of policy and procedure around management of challenging behaviour.
- The registered manager and senior manager were responsive to the feedback we delivered during the inspection and were positive in being able to develop the service ongoing.