

Northamptonshire Care Limited

# OLIVE ROW CARE HOME

## Inspection report

Albert Street  
Kettering  
Northamptonshire  
NN16 0EB

Tel: 01536484411

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

Olive Row Care Home is a nursing home providing personal and nursing care to up to 54 people, across three separate units, each of which has separate adapted facilities. At the time of our inspection there were 40 people using the service.

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

The management of the service had failed to recognise staff did not have the required skills and competencies to provide care or record the care given. The provider had placed an area manager and trainer in the home to implement a training and competency programme for all staff.

The provider failed to have systems and process in place to identify people were not always receiving care that met their needs, records were incomplete or that incidents had not been reported or followed up; they failed to have systems in place to identify where people required referral to other health professionals. The provider had placed an area manager in the home to work with the clinical lead to implement the provider's systems to monitor and improve the quality and safety of care.

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 inspection was rated good, published 27 June 2023.

Why we inspected

This targeted inspection was prompted in part due to concerns received about the management of the service, the skills and experience of staff, pressure ulcer prevention, wound management, infection prevention and control, personal care, and recognising deterioration in health. A decision was made for us to inspect and examine those risks.

We use targeted inspections to check 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 evidence that people were at risk of harm from these concerns.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

# The five questions we ask about services and what we found

We always ask the following five questions of services.

## Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Details are in our safe findings below.

Inspected but not rated

## Is the service well-led?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Details are in our well-led findings below.

Inspected but not rated

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## 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 Health and Social Care Act 2008.

#### Inspection team

The inspection was carried out by 2 inspectors.

#### Service and service type

Olive Row Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Olive Row Care Home is a nursing home. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was not a registered manager in post. There was a manager in post, however, they had not made an application to register.

#### Notice of inspection

The 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. The provider was asked to complete a

Provider Information Return (PIR). A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 15 people who used the service and 2 relatives to ask about their experience of the care provided. We spoke with 5 members of staff including the area manager, clinical lead, nurse, senior carer and trainer. We reviewed a range of records. This included multiple care records, body charts, incident records staff training.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

Assessing risk, safety monitoring and management; Preventing and controlling infection

Systems and processes to safeguard people from the risk of abuse; Staffing and recruitment

- People were not protected from harm and abuse as staff did not always recognise when abuse had taken place. Staff failed to report unexplained injuries and management failed to report all allegations of abuse to the relevant authorities. We identified people had skin damage and unexplained injuries that had not been recognised or reported. We raised two safeguarding alerts relating to an allegation and an unexplained injury. We brought this to the attention of the area manager who reviewed people's skin integrity and updated their care plans and risk assessments.
- Staff did not have the skills, experience, or knowledge to meet people's needs. Although staff had received induction and training, they had not been supervised to implement their training into practice. People were not always receiving care that met their needs as staff did not always know how to carry out all personal care or know how to record the care they had given. Staff had begun to receive one to one supervision and training to improve their skills and check their competency.
- People's risks had been assessed, but not all information about risks had been included in care plans. This meant staff did not always have all the information they needed to know how to meet people's needs. The area manager and the clinical lead had begun to review all the care records for accuracy and completeness.
- The home appeared clean and staff were employed to carry out regular cleaning. Staff used personal protection equipment as required.

Learning lessons when things go wrong

- The provider's systems to gather and review information from accidents, safeguarding incidents, people's feedback, complaints and staff experiences was ineffective as staff did not always record people's care or report incidents. The area manager and the trainer had been allocated to the home to implement the required training to improve the quality of care and records.

# 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 our last inspection we rated this key question good. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

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

- There was no registered manager at the service.
- The management of the service had failed to recognise staff did not have the skills and competencies to provide care to meet people's needs. The provider had placed a trainer at the service who had established the staff training needs and had begun training with all staff.
- The provider failed to have systems and process in place to identify people were not always receiving care that met their needs, records were incomplete or that incidents had not been reported or followed up. This had placed people at risk of harm and un-met needs. The provider placed the area manager and trainer in the home to implement the provider's systems to monitor and improve the quality and safety of care.
- The provider failed to have systems in place to identify where people required referral to other health professionals. The area manager had begun to work with the clinical lead to oversee the health and well-being of people with nursing and residential needs.