

Buckland Rest Homes Limited

# Greenbanks Care Home

## Inspection report

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Hampshire  
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Date of inspection visit:  
11 December 2020

Date of publication:  
09 February 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

Greenbanks Care Home is a residential care home. It provides personal care and accommodation for up to 30 older people. There were 26 people living at the service at the time of inspection, some of whom were living with dementia. The home provides care for people in one building across two floors.

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

We were assured that infection control measures in place reduced the risks to people from COVID-19. This included systems around enhanced cleaning, use of personal protective equipment, social distancing and a whole home COVID-19 testing approach.

Staff had worked to minimise the pandemic's impact on people's wellbeing. Relatives told us they were happy with the efforts made by the provider to ensure they stayed in contact with their loved ones, in light of COVID-19 restrictions.

There was not a registered manager in place. The manager told us they intended to submit an application to CQC to register as manager for the service.

There were appropriate systems in place to protect people from the risk of suffering abuse or avoidable harm. The manager had reviewed the provider's processes around safeguarding to help ensure they were in line with local authority guidance.

The provider had notified CQC about significant events that took place in the home.

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 (17 July 2019).

### Why we inspected

We undertook this targeted inspection to follow up on specific risks we had identified related to the service. We decided to inspect and examine those risks. The risks included: the service not having a registered manager, incident reporting and safeguarding procedures.

We looked at infection prevention and control measures under the safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

## 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 at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

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

There were effective systems in place to help ensure people were protected from the risk of suffering abuse or avoidable harm.

Incidents were followed up to reduce the risk of reoccurrence.

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 at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

There was a manager in place who told us they intended to register with CQC as manager of the service.

The provider had notified CQC appropriately of significant incidents which took place at the service.

Details are in our well-led findings below.

**Inspected but not rated**

# Greenbanks Care Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection on specific risks we had identified due to the absence of a registered manager and concerns received related to safeguarding.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we could understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we could share with other services.

#### Inspection team

The inspection was completed by one inspector.

#### Service and service type

Greenbanks Care Home 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 both were looked at during this inspection.

The service did not have a manager registered with CQC at the time of the inspection. There was a manager in place who told us they had started the process of registering as manager.

#### Notice of inspection

The inspection took place between 11 and 21 December 2020. We carried out an unannounced visit to the service on 11 December 2020.

#### What we did before the inspection

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. We took this into account when we inspected the service and made the judgements in this report.

We reviewed information we had received about the service since the last inspection. This information helps support our inspections. We used all this information to plan our inspection. We spoke to one social worker who had recent experience of working with the service.

#### During the inspection

We spoke with two people who used the service and one relative about their experience of the care provided. We spoke with seven members of staff including, the nominated individual, the manager and care staff. We reviewed a range of records. This included, three people's care plans, incident reports, audits, action plans, daily records of care, statutory notifications, records of staff meetings, staff training records. We looked at a variety of records relating to the management of the service, including policies and procedures.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We spoke with three relatives by telephone about their experiences of the care provided. We also spoke to the same social worker who we contacted before the inspection.

# 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.

### 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.

### Systems and processes to safeguard people from the risk of abuse

- People and relatives told us they felt safe at Greenbanks Care Home. Comments included, "It is reassuring [knowing my relative is at the service]", and, "[My relative] is in really good hands. All the staff and manager there seem very responsive."
- The provider had a safeguarding policy in place, which outlined staff's responsibilities in safeguarding people from abuse and avoidable harm.
- Staff had received training, which outlined appropriate action to take if they suspected a person was suffering abuse or harm. The provider had contacted the local authority to source additional safeguarding training, to help ensure staff understood how to follow best practice in keeping people safe.
- The manager had sought support from the local authority and CQC, to help ensure they understood their responsibilities in recording and reporting safeguarding concerns to the appropriate body. They had completed an audit of previous incidents to ensure that all required safeguarding referrals had been made.

### Learning lessons when things go wrong

- Incident reports were recorded by staff on the provider's electronic care monitoring system. The manager reviewed incident reports to identify where actions could be taken to reduce the risk of reoccurrence.
- There were examples of the manager making changes to procedures and people's care plans in response to learning after reviewing incidents.
- The manager had identified where further improvements could be made in the system to record and respond to incidents. These included identifying staff who required support in improving the accuracy in the recording of care records.
- The manager had also introduced a system where senior staff 'peer reviewed' each other's completed

incident report reviews. This helped to ensure procedures were followed correctly.

# 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 have specific concerns about.

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

- There was not a registered manager in place. The manager told us they intended to submit an application with CQC to register as manager of the service.
- The manager understood their regulatory responsibilities to inform CQC about significant events that happened at the service. They had submitted the appropriate notifications to us as required.
- The manager had recognised where improvements could be made around safeguarding and incident reporting. They had developed an action plan which identified how and when improvements would be made.
- Actions included, the appointment of staff to oversee key areas such as safeguarding. Their role would be to help ensure appropriate safeguarding procedures were being followed in the service.