

Farrington Care Homes Limited

Lyme Regis Nursing Home

Inspection report

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Date of inspection visit:
27 July 2023

Date of publication:
07 August 2023

Ratings

Overall rating for this service

Requires Improvement ●

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

Lyme Regis Nursing Home is a residential care home providing personal and nursing care to up to 27 people. The service provides support to older people with a range of nursing needs; some of the people living in the home are living with dementia. At the time of our inspection there were 25 people using the service.

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

People, staff and a visiting professional all told us about the ongoing positive impact the manager was having on the home.

People lived in a home where monitoring, oversight and strong leadership were ensuring that the safety and quality of the care they received was reviewed and improved.

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

Rating at last inspection and update

The last rating for this service was requires improvement (supplementary report published 6 June 2023). At this inspection we found improvements had been made and the provider was no longer in breach of Regulation 17.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met.

The overall rating for the service has not changed following this targeted inspection and remains requires improvement. We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about.

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 COVID-19 and other infection outbreaks effectively.

Follow up

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 requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service well-led?

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

Inspected but not rated

Lyme Regis Nursing Home

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.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

Inspection team

The inspection was carried out by 2 inspectors.

Service and service type

Lyme Regis Nursing 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. Lyme Regis Nursing Home is a care home with nursing care. 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 a registered manager. This registered manager was not working at

this service anymore. We asked the providers to address this in April 2023. An application was made to cancel their registration on the day of this inspection. The current manager had started the process to register.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority quality monitoring team. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 5 people who used the service about their experience of the care provided. We spoke with 6 members of staff including the manager, care and nursing staff, the chef and maintenance staff. We spoke with a visiting professional.

We observed support and interactions between people and staff in communal areas. We reviewed a range of records. This included 3 people's care delivery records and monitoring charts, 3 people's care plans, meeting minutes, and a range of oversight documentation including spot checks 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 our last ratings inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess the whole 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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.
- Visits to the home were conducted in line with the latest government guidance.

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 ratings inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

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

At the last inspection the provider had failed to ensure robust quality assurance systems were operated effectively to continually assess, monitor and improve the quality and safety provided. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and, whilst further improvement was necessary, the provider was no longer in breach of regulation 17.

- People and staff told us the manager had continued to drive improvements. One member of staff told us "(Manager) has high standards, we know what is expected so we hit the mark." Another member of staff said, "(Manager) is strict; I am learning." A person said, "What I told you previously stands, (they) are a good manager; compassionate but steely enough to do what is needed." Another person said, "They do what they say they will do."
- The manager was clear about what work was still needed and described how they were reviewing their approach to supporting staff with continued improvements. They gave examples of improvements in both care and clinical practice.
- People's feedback, and observations of a calm and happy home, provided strong evidence of improvements in the care people received. For example, changes to the support of one person meant they no longer regularly shouted out in distress. People were unanimously positive about their experience and compliments seen from people and relatives showed this view was becoming widespread.
- Audits and monitoring processes were effective in ensuring the quality and safety of the service and the care people received. Spot checks and audits resulted in clear actions that were recorded. The manager used their action plan to ensure oversight of improvements.
- The provider was responsive to requests from the manager. For example, the manager had identified the need for some administrative support hours to enable the manager and clinical staff to focus on the quality and safety of care. This had been agreed just prior to our visit.
- Regular meetings were held to support improvements to the service and any learning derived from the senior team's monitoring and analysis was shared across the staff team. Staff told us meetings were helpful

in keeping them up to date and ensuring teamwork.