

Brook View Health Care Limited

Brook View

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Brook View is a residential care home providing personal care and nursing care for up to 32 people with a variety of mental and physical health needs. There were 29 people living at the home at the time of this inspection.

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

People had personalised risk assessments which gave staff the information needed to safely manage the risks associated with their care. The environment was safe and well-maintained and regular safety checks were carried out on the environment, utilities and equipment.

There were enough staff at the home to meet people's needs. Staff were visible throughout the home and were available to assist people when needed. People who required one-to-one support from staff were receiving this level of support. Call bells and other equipment to alert staff to people requiring assistance were accessible and working.

The home was clean and hygienic. Effective infection prevention and control measures were in place.

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

Rating at last inspection

The last rating for this service was good (published 15 June 2021).

Why we inspected

This targeted inspection was prompted in part by a notification of a specific incident. Following which a person using the service died. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated concerns about environmental risk management and staffing. This inspection examined those risks.

We found no evidence during this inspection that people were at risk of harm from these areas of concern. Please see the safe section of this full report.

The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC 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.

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.

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.

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

Inspected but not rated

Brook View

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to follow up on specific concerns we had about environmental risk management and staffing.

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 one inspector.

Service and service type

Brook View 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 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

This inspection was unannounced.

What we did before inspection

We reviewed information we had received about the service since the last inspection and we sought feedback from the local authority. 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 used all of this information to plan our inspection.

During the inspection

We spoke with nine members of staff including the regional director, head of health and safety, manager and care workers.

We reviewed a range of records. This included three people's care records. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 requires improvement. 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 environmental risk management and staffing. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People had personalised risk assessments which gave staff the information they needed to safely manage the risks associated with their care.
- The environment was safe and well-maintained and regular safety checks were carried out on the environment, utilities and equipment.
- Fire detection and fighting equipment was regularly checked and maintained.
- Staff had received fire safety training and regular fire drills were carried out.
- Plans were in place to keep people as safe as possible in the event of an emergency.

Staffing

- There were enough staff at the home to meet people's needs. Staffing levels were monitored, reviewed and amended when needed by the manager.
- Staff were visible throughout the home and were available to assist people when needed.
- People who required one-to-one support from staff were observed receiving this support.
- Records of people's frequent observations were maintained and up-to-date, indicating these observations were being completed where required.
- Call bells and other equipment to alert staff to people requiring assistance were accessible and working. Staff responded promptly to any call bells throughout this inspection.

Preventing and controlling infection

- The home was clean and hygienic. Enhanced cleaning schedules were in place and cleaning products had been reviewed and amended in response to COVID-19.
- Staff followed the relevant guidance and best practice in relation to infection prevention and control (IPC) and were observed wearing and disposing of PPE in line with current guidance.
- Staff had received refresher training on IPC practice, including the use of PPE.
- The home had a COVID-19 testing programme in place for people living at the home and staff.
- Staff and people living at the home had been supported to access COVID-19 vaccinations.