

The Seymour Home Limited

Seymour Care Home

Inspection report

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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

About the service

Seymour Care Home is a residential care home that is registered with the Care Quality Commission (CQC) to provide personal care and support for up to 27 people over the age of 65, including those living with a diagnosis of dementia. On the day of the inspection there were 21 people living at the home.

Why we inspected

CQC have introduced targeted inspections 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 undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about safeguarding. A decision was made for us to inspect and examine those risks.

We also 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.

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

We acknowledge the provider responded swiftly upon being made aware of the safeguarding concerns. The matter was still subject to an ongoing police investigation at the time of the inspection. As a result, this inspection did not examine the specific circumstances of the concerns. However, we did review overarching systems and processes that sought to safeguard people from the risk of abuse. We also looked at the culture and ethos within the care home.

Policies and procedures for safeguarding were in place, and staff we spoke with were aware of their responsibilities in relation to safeguarding. However, the culture within Seymour Care Home did not always create an environment where staff felt able speak up, and to challenge and report poor practice.

There was no dedicated safeguarding or 'speak up' champion within the home. Staff who take on additional responsibilities through champion roles can help to ensure current best practice guidance is shared with the wider staff team and embedded into everyday practice.

We have made a recommendations about these issues within the well-led section of this report.

Despite our findings outlined above, we found no evidence of wider systemic safeguarding issues within Seymour Care Home.

We found people were protected from the risk of acquiring infections and the service was visibly clean. Personal protective equipment was readily available to staff and all staff were following the latest guidance.

Rating at last inspection

The last rating for this service was requires improvement (published 11 September 2019).

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Seymour Care Home on our website at www.cqc.org.uk

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

Is the service well-led?

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

Seymour Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had about safeguarding.

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

This inspection was carried out by two inspectors from CQC.

Service and service type

Seymour 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. CQC regulates both the premises and the care provided. The service had a manager registered with CQC. This means 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

Notice was given to the service just before our arrival. Short notice was given so we could check the Covid-19 status within the home.

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 and professionals who work with the service.

During the inspection

We reviewed a variety of records related to quality and safety within the home. This included safeguarding records, risk assessments, care records, policies, procedures and audits.

We spoke with four people who used the service. We also used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We spoke with seven members of staff including the registered manager, deputy manager, senior carers and carers.

After the inspection

We continued to analyse the information gathered during the inspection. We also liaised with other external stakeholders including social workers, quality improvement team and the police.

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.

Systems and processes to safeguard people from the risk of abuse

- Policies and procedures for safeguarding were in place and staff we spoke with were aware of their responsibilities in relation to safeguarding. However, due to long standing cultural factors within the home, some staff did not always feel confident to 'speak up' and raise concerns in a timely manner. This is covered in more detail in the well-led section of this report.
- We spoke with a number of people who lived in the home to gain their views around how safe they felt. Comments included, "I don't feel unsafe."; "Most of the staff are kind and caring so I've no issues." and "I'd tell the manager if I didn't feel safe."
- The registered manager maintained oversight of all reported safeguarding concerns via an electronic tracking tool. Safeguarding alerts were also raised with the relevant authorities as required.

Preventing and controlling infection

- We found as far as reasonably practicable, people were protected from the risk of acquiring infections.
- Changes had been made to the layout of communal areas to encourage social distancing and good hygiene practices.
- Personal protective equipment was readily available to staff and all staff were following the latest guidance.
- A regime of testing for people living in the home and staff was operating effectively.

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 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 have specific concerns about.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The culture within Seymour Care Home did not always create an environment where staff felt able speak up, to challenge and report poor practice. We found this to be a particular issue centred around night shifts. This is often referred to as a 'closed culture.'
- By a closed culture we mean a poor culture that can lead to harm, which can include human rights breaches such as abuse. Any service that delivers care can have a closed culture. For example, where very few people within a service are able to speak up for themselves, this may mean people are more likely to be at risk of harm or abuse.
- There was no dedicated safeguarding or 'speak up' champion within the home. Staff who take on additional responsibilities through champion roles can help to ensure current best practice guidance is shared with the wider staff team, and embedded into everyday practice. Champion roles can also support audit and quality assurance to measure the effectiveness of their area of responsibility.

We recommend the provider consults national guidance around closed cultures; and also guidance regarding developing 'speak up' champions within the home.