

Anchor Hanover Group

St Josephs

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

St Josephs is a care home providing accommodation for up to 60 people in one adapted building. At the time of our inspection visit 50 people were resident. One part of the home specialises in providing care to people living with dementia. This is known as Gainsborough.

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

We received information raising concerns how people using the service and staff were being kept safe. This related to safeguarding and staffing concerns. We had received feedback from the provider about these matters prior to our visit to the premises. We also assessed infection prevention and control relating to COVID-19.

We observed that people were kept safe with sufficient appropriately trained staff. People were enabled to safely take part in events and activities such as hairdressers, manicures and flower arranging. These were all thought through and measures were put in place to minimise risks associated with COVID-19.

We were assured that this service met good infection prevention and control guidelines.

People appeared and told us that they were okay and happy. Systems in place to protect people from harm were appropriate. Staff consistently told us that they could recognise safeguarding concerns and would and knew how to escalate these concerns if needed.

Rating at last inspection

The last rating for this service was Good (published 30 October 2017)

Why we inspected

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 and staffing matters. A decision was made for us to inspect and examine those risks.

Please see the safe section of this full report.

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 found no evidence during this inspection that people were at risk of harm from these concerns.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St Josephs 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?

Inspected but not rated.

Inspected but not rated

St Josephs

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about safety relating to safeguarding and staffing. We are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

St Joseph's 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

We gave a short notice announcement of this inspection on the morning of our visit. This was to assess for COVID-19 risks.

What we did before inspection

We reviewed information we had received about the service since their last inspection. We sought feedback from the local authority and professionals who work with the service. We used all of this information to plan our inspection. We had requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

During the inspection

We spoke with the registered manager, their line manager and interviewed three care staff. We spoke with

other staff and people as we walked around the whole premises with the registered manager on their daily check. We examined a number of records relating to safeguarding, staffing rosters and recruitment records for five staff that included their induction and training provided.

After the inspection

We spoke to eight staff by email. 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.

We have not rated 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 explore the specific concerns we had about St Joseph's. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Information was available to staff with guidance to raise safeguarding concerns or whistle blow. Staff consistently told us that they had received training in how to safeguard and keep people safe. One staff member said, "In St Joseph's I have no hesitation to speak up in case I witness or suspect any form of abuse or any kind of wrongdoings. We actually have a 'Open Door Policy', where we have a specified time to talk to our manager about anything, face to face or video call. We are updated in safeguarding training, I just had my webinar safeguarding training recently."
- In speaking to staff, we saw that they had a good understanding of working with vulnerable people. Staff members understood the power imbalance that was present when people rely on others for all their needs and wishes to be met.
- One staff member told us about how it is important to understand the distressed behaviour that some people living with dementia can display. Sometimes that may seem distressed, but that they had training in place and if matters were fraught then they should walk away ensuring the person was safe. Staff would return a while later and offer support. This same approach was echoed by other staff in feedback and management. Staff confirmed if they ever saw anything untoward, they would speak up. Three staff said they had already done this at some point and would again.
- Changes were taking place to ensure that the culture within the home was more open and inclusive. This included, ensuring staff always knocked on bedroom doors before entering and the purchase of do not disturb signs. Managers were engaging more with people living at the home and with staff through a daily walk round, meetings and making information available. The use of a dementia specialist and training in dignity and privacy also added to ensuring people were safeguarded.

Staffing and recruitment

- Enough staff were available to provide care and support to people. Staff told us that there had been times when some staff had to shield or isolate, but that the team worked together to cover what was needed. Agency staff were employed where needed and did not work elsewhere.
- We examined rosters past, current and for the Christmas period for all staff in the service. This showed that staffing levels had been maintained and planned for according to the service's own dependency staffing tool.
- We observed that people were able to lead a lifestyle of their choosing because there were sufficient staff to support them.
- Anchors staff recruitment records were all complete and followed their own procedures. This included

obtaining a disclosure and Barring service (DBS) check. DBS checks were repeated every five years and each year staff are required to complete a declaration to confirm they had not committed any offence or been convicted of a crime.

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.