

Burlington Care Homes Limited

Cantley Grange

Inspection report

St. Wilfrids Road
Doncaster
DN4 6AH

Tel: 01423859859

Date of inspection visit:
25 November 2020

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18 December 2020

Ratings

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



Summary of findings

Overall summary

About the service

Cantley Grange is a residential care home providing personal care for up to 40 people. Some people using the service were living with dementia. At the time of our inspection there were 25 people living at the home.

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

People were safeguarded from the risks of abuse. Staff received training in this area and knew how to recognise and report abuse.

Risks associated with people's care were identified and risk assessments were in place to minimise the risk. Staff were knowledgeable about risks associated with people's care.

Accidents and incidents were monitored, and trends and patterns identified. Lessons were learned when things went wrong.

People received their medicines as prescribed. Competency checks were carried out and staff were knowledgeable about medicine management.

The provider had a robust recruitment procedure which ensured new starters were recruited safely.

We observed staff interacting with people and socially engaging with them. Staff we spoke with felt there were times when there were not enough staff around. However, they told us that the registered manager was supportive and assisted them when needed.

The provider made sure infection control processes helped keep people safe during the COVID-19 pandemic. The home was clean and there were PPE stations situated at several points throughout the home. The provider had managed the current pandemic well and implemented effective procedures.

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

Rating at last inspection

This service was registered with us on 10/10/2018 and this is the first inspection.

The last rating for the service under the previous provider was good (published on 6 December 2019).

Why we inspected

The service had not received an inspection since registration, and we needed to ensure the service was safe. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

Additionally, the inspection looked at the Infection Prevention and Control (IPC) practices the provider has in place. This is because, as part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure the IPC practice was safe, and the service was compliant with IPC measures.

We reviewed the information we held about the service. We did not inspect other key questions as no areas of concern were identified in them.

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

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

Cantley Grange

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 Care Act 2014.

Inspection team

The inspection was carried out by one inspector and one assistant inspector.

Service and service type

Cantley Grange 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 the service 24 hours' notice of the inspection because we wanted to ensure that managers would be available to support our inspection visit. Inspection activity started on 25 November and ended on 30 November 2020. We undertook a site visit to the home on 25 November and following this we reviewed documentation.

What we did before 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. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service and four relatives about their experience of the care provided. We spoke with six members of staff including the registered manager, deputy manager, and care workers. We 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 reviewed a range of records. This included three people's care records and multiple medication records. We looked at two staff files in relation to recruitment and staff supervision. 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. We looked at training data and quality assurance records.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Processes were in place to ensure people were safeguarded from the risk of abuse.
- Staff received training in safeguarding and knew how to recognise and report abuse.
- Staff were confident that appropriate action would be taken to keep people safe.
- We spoke with relatives of people who used the service and they felt their family members were protected from the risk of abuse.

Assessing risk, safety monitoring and management

- Risks associated with people's care were identified and risk assessments were in place to minimise risks.
- Staff knew people well and were knowledgeable about the risks involved in their care.
- Staff had access to risk assessments via a handheld device.
- Relatives we spoke with felt their family member was safe living at the home. One relative said, "It's a totally safe environment."

Staffing and recruitment

- The provider had systems in place to help ensure that staff were recruited safely.
- We observed staff interacting with people and found there were enough staff available to support people when required. The management team offered support to staff to ensure the home operated effectively.

Using medicines safely

- Effective systems were in place to ensure people received their prescribed medicines in a safe way.
- Protocols were in place to support people who were prescribed medicines on an 'as and when' required basis. These were informative and provided a clear guide in how to support people.
- Staff who administered medicines received appropriate training and had their competency to do so, verified through observations.
- Regular medicines audits were undertaken. These showed action was taken to address any issues or shortfalls identified.

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.

Lessons were learned when things went wrong.

- Accidents and incidents were analysed, and trends and patterns were identified to ensure future incidents were minimised.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- The registered manager and deputy manager promoted a positive culture within the home.
- We spoke with people who used the service and their relatives, and they were complimentary about the care their family members received.
- Relatives we spoke with told us they found the management team very approachable. One relative said, "All the staff are extremely pleasant and helpful."

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

- The registered manager was clear about their roles and responsibilities and were supported by the deputy manager.
- Staff felt able to raise issues with the management team and felt their contributions were listened to. One staff member said, "(Registered manager) is supportive, approachable, caring and kind."
- Staff we spoke with understood their roles and responsibilities and were keen to ensure a good quality service was provided.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager understood the requirements of the regulations to make notifications and to comply with duty of candour responsibilities when things had gone wrong. The provider informed CQC of significant events at the service, as required by the regulations.
- Quality surveys were carried out to gain people's views. The registered manager used this feedback to improve the service.

Continuous learning and improving care

- A range of audits took place to ensure the service was monitored and the quality maintained.
- The registered manager had oversight of quality audits and knew what actions were required as a result of them.

Working in partnership with others

- The service worked closely with other health and social care professionals to ensure people received

consistent and timely care. This included family members, social workers, nurses and GPs.