

HC-One Beamish Limited

Acomb Court

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 caring?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Acomb Court is a Residential nursing home providing personal and nursing care for up to 76 older people, some of whom are living with a cognitive impairment. At the time of the inspection there were 49 people living at the home.

Acomb Court is a purpose-built nursing home providing accommodation over three floors. The Grace unit is specially adapted to support people living with a cognitive impairment. All rooms have en-suite facilities and there are a number of communal dining areas, lounge facilities and other amenities.

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

People told us there were enough staff to support them with their needs and staff responded to their requests in a timely manner. The provider had in place an appropriate recruitment system to ensure suitably experienced staff were employed at the home. The home was clean and tidy, and staff were following national guidance on infection control and the use of personal protective equipment (PPE). Medicines were managed safely and effectively, and people told us they received their medicines on time.

People told us staff were pleasant and supportive to them. They told us staff treated them with respect. We observed staff to support people in a manner that maintained their dignity.

The provider had in place systems to monitor the quality and safety of the service and ensure staff followed policies and guidelines. Where any short falls were identified then action had been taken to address them.

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 (7 February 2018)

Why we inspected

As part of CQC's response to care homes with outbreaks of coronavirus, 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 had in place and considering potential risks around staffing, medicines, dignity and respect and quality management, we had identified as part of CQC intelligence gathering.

This inspection took place on 7 December 2020 and was announced on the morning of the visit to the home.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the Safe, Caring and Well-Led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Acomb Court 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 good. 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 caring?

At our last inspection we rated this key question good. 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 good. 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

Acomb Court

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.

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 undertaken by one inspector.

Service and service type

Acomb Court 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 period of notice on the morning of the inspection to ascertain the current status of the home in relation to any Covid-19 infections and to ensure the inspection could go ahead safely.

What we did before the inspection

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. We sought feedback from the local authority and other professionals who work with the service. 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 about their experience of the care provided. We spoke with six members of staff including, the deputy manager, a deputy manager who was supporting the service whilst the registered manager was on leave, the provider's quality director, a care worker and a member of the domestic team.

We reviewed a range of records. This included one person's care records and electronic medicine records. We looked at four staff files in relation to recruitment. 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 other records.

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 good. 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. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- The provider had in place appropriate policies and systems to ensure effective staff recruitment.
- Staff files contained information that demonstrated appropriate checks were undertaken, including Disclosure and Barring Service (DBS) checks and the taking up of references.
- Staff told us there were sufficient numbers employed at the home to deliver care effectively. People told us staff were attentive and available when they required assistance. We observed staff supported people in a quiet and unhurried manner.

Using medicines safely

- Systems were in place to ensure the safe and effective management of medicines.
- The deputy manager demonstrated the provider's electronic medicine recording system and showed us how the process helped to manage the administration of medicines and follow up any issues.
- We observed staff dealing with medicines and saw that this was carried out in an appropriate way and in line with good practice. Medicines were stored safely in locked trolleys and locked clinical rooms.

Preventing and controlling infection

- The provider had in place effective policies and processes to prevent and manage the spread of infection.
- Staff had good access to personal protective equipment (PPE) and used this correctly throughout the inspection. They were able to describe the appropriate process for donning and doffing PPE.
- Additional cleaning had been instigated around the home to minimise the risk of infection. Where possible the environment had been adapted to support social distancing.
- Visitors to the home were subject to temperature checks and requested to wear PPE when in the building.
- Regular testing of both staff and people living at the home was being undertaken. Where people tested positive for covid-19 appropriate shielding processes were in place.
- The provider had in place positive plans to recommence visits to the home by relatives, once the current outbreak had been fully contained.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as good. 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. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Respecting and promoting people's privacy, dignity and independence

- People told us the staff treated them well and supported them in a respectful manner. One person told us, "Things couldn't be better. I've lived here a number of years and enjoyed every minute of it. They are wonderful staff, and all treat me well."
- Staff supported people in a manner which maintained their dignity. They approached people discretely to assist them with personal care. Care was delivered in a manner that maintained people's privacy.
- Following a previous concern about care delivery, all staff were being requested to complete again specific training around dignity and person-centred care. Training records showed that 70% of staff had so far reviewed training related to dignity.

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 good. 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. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- Systems were in place to ensure that quality and risks were monitored at the home.
- At the time of the inspection the registered manager was on annual leave. A visiting deputy manager was supporting the home's deputy manager, who was only recently in post.
- The visiting deputy manager and the provider's quality director demonstrated the quality systems in place for the service.
- There were additional quality checks in place around the recent covid-19 infection and maintaining good infection control practices. These included checking that regularly touched areas were cleaned more frequently and assessing staff competency on the use of PPE.
- Despite the restrictions imposed by the pandemic some staff meetings had taken place and there were also daily 'flash meetings', involving senior staff at the home, to deal with any immediate issues.
- Staff told us they were supported by the managers at the home and felt they could raise any issue or concerns if they needed to.