

HC-One Oval Limited

Knowles Court Care Home

Inspection report

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Bradford
West Yorkshire
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16 September 2020
21 September 2020

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21 October 2020

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

Knowles Court is a residential care home with nursing providing personal and nursing care and when operating at full capacity can accommodate 145 people. The service consists of five separate single storey buildings, at the time of our inspection only three houses were in use. There were 60 people using the service, the majority of whom were older people. Headley House provides personal care and support to people living with dementia. Fairfax House provides personal care and support and Ryecroft House provides nursing care and support.

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

People looked well cared for and comfortable.

People were supported to take part in a variety of in-house activities.

Relatives told us they were happy with the care and support provided. They told us they were supported to keep in touch with their relatives.

Staff told us they would have no hesitation in recommending the home to family and/or friends.

The premises were well maintained.

We were assured the provider had appropriate infection prevention and control infection procedures in place.

Rating at last inspection and update

The last rating for this service was requires improvement (published 26 June 2019) and there two breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We undertook this targeted inspection to check whether the requirement notices we previously served in relation to Regulations 15 (Premises and equipment) and 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. 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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Knowles Court 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

Knowles Court Care Home

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.

This was a targeted inspection to check whether the provider had met the requirements of the requirement notices issued at the last inspection in relation to Regulation 15 (Premises and equipment) and Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 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 carried out by one inspector.

Service and service type

Knowles 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.

Notice of inspection

This inspection was announced at short notice. Due to the COVID-19 pandemic, we needed to check the COVID-19 status of the home and make arrangements to enter the home safely to reduce the risk of infection transmission. Inspection activity started on 16 September 2020 and we visited the service on 21 September 2020.

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 commissioning and safeguarding teams and Healthwatch. Healthwatch is an

independent consumer champion that gathers and represents the views of the public about health and social care services in England.

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 used all this information to help us plan our inspection.

During the inspection

We looked around one of the houses and observed care. We spoke with six members of staff including the manager, the deputy manager, the area manager, a wellbeing co-ordinator, a senior care worker and a care worker. We looked at elements of three people's care records, this included activities records and risk assessments. We looked at records relating to infection prevention and control and COVID-19 management.

After the inspection

We had telephone conversations with three relatives to ask about their experiences of the service.

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 if the provider had complied with the requirement notice issued at the last inspection. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

At our last inspection we found the provider had not always ensured the premises were properly maintained and fit for purpose. This was a breach of Regulation 15 of the Health and Social Care Act of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

At this inspection enough improvements had been made and the provider was no longer in breach of Regulation 15.

- The concerns identified at the last inspection related to Rosewood House, the other three houses were well maintained. Rosewood House has since been closed and there are no current plans to re-open it.

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.

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.

The purpose of this inspection was to check if the provider had complied with the requirement notice we issued at the last inspection.

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

At our last inspection we found the providers governance systems were not always effective and accurate records were not always maintained. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

At this inspection enough improvements had been made and the provider was no longer in breach of Regulation 17.

- Staffing levels and skill mix were reviewed to take account of changes in people's needs. The provider was recruiting additional staff to make sure they would be able to cover absences over the winter months.
- Daily activity records were being maintained. Because of COVID-19 and local lockdown restrictions opportunities for people to engage in activities in the community were limited. The service was working to minimise the impact of this by arranging a varied programme of in-house activities and supporting people to use the gardens.