

P&N Care Home Ltd

Castlethorpe Nursing Home

Inspection report

Castlethorpe
Brigg
South Humberside
DN20 9LG

Tel: 01652654551

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27 September 2022

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04 November 2022

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

Castlethorpe nursing home is a residential care home providing personal care and nursing care to 46 people at the time of the inspection. The service can support up to 59 people in one adapted building. The service is also a domiciliary care service. This provides personal care to people in their own homes. This part of the service is called 'Boss Care'. At the time of the inspection 15 people were using this service.

The Care Quality Commission (CQC) only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

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

This was a targeted inspection which considered staffing. Recruitment checks were not robust and gaps in employment history and references were identified. Systems in place to monitor foreign workers, their visas and restrictions on workers were not sufficient. There was a lack of knowledge around some people's restrictions. The provider and registered manager were aware of these gaps and were working to address these.

In the care home, people still felt there wasn't always enough staff. People felt staff did not have time to spend with them chatting, and there was no activities worker to help provide this. The tool the provider used to inform them of the amount of staff they required, was not up to date or regularly reviewed. For the domiciliary care service, staff were reported to usually attend on time and stay for the full call.

People felt safe when receiving support from staff and spoke of the caring nature of staff.

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 requires improvement (published 8 September 2021).

Why we inspected

We undertook this targeted inspection in relation to a specific concern we had about staffing arrangements at the service. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check 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.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Castlethorpe Nursing 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. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check on concerns about staffing and recruitment.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Castlethorpe Nursing Home is a 'care home' and a domiciliary care service.

People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Castlethorpe Nursing Home is a care home with nursing care. CQC regulates both the premises and the care provided.

The domiciliary care agency provides personal care to people living in their own houses and flats.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a new registered manager in post.

Notice of inspection

This inspection was unannounced.

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. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection

We spoke with 6 people and 4 relatives about their experience of the care provided from the services. We spoke with 10 members of staff including the provider, registered manager, clinical lead, care coordinator, senior carer, chef, housekeeping, care staff and nurses. We reviewed records relating to staff recruitment, rota systems and a variety of records in relation to the management of staff, including policies.

Is the service safe?

Our findings

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

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check the provider had appropriate staffing for the service. We will assess the whole key question at the next inspection of the service.

Staffing and recruitment

At our last inspection the provider had failed to take adequate steps to make sure staffing levels were sufficient and this put people at risk of harm. This was a breach of Regulation 18 (Staffing) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had not been made at this inspection and the provider was still in breach of Regulation 18.

- Recruitment processes were not safe. Systems in place were not robust and gaps in employment records were identified, including references and gaps in employment history. The provider and registered manager had identified some of these gaps and were working to address these.
- Records in relation to foreign workers and conditions on visas were not readily available during the inspection. There was not sufficient oversight of this to ensure restrictions on working were adhered to. For example, up to date visas were not available on people's file or known by staff planning shifts. The provider told us they would develop a better system for oversight moving forward.
- People and relatives told us staff were lovely and kind but there wasn't always enough of them and they didn't have time to spend with people. One person said, "Staff don't sit and have a chat. They are that busy they haven't got time. I would like someone to spend time with us and sit and talk with us."
- The dependency tool used to capture the needs of people and plan how many staff were needed, was not always up to date or regularly reviewed. The registered manager said they would ensure this was reviewed monthly moving forward.

Failure to have enough staff to meet people's needs and safe recruitment processes was a continued breach of Regulation 18, (Staffing) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 18 HSCA RA Regulations 2014 Staffing Recruitment checks were not robust to ensure safe recruitment of staff. Staffing levels were not monitored in line with needs.
Personal care	
Treatment of disease, disorder or injury	