

Bamfield Lodge Limited

Bamfield Lodge

Inspection report

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Date of inspection visit:
29 November 2022

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21 December 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

Bamfield Lodge is a care home providing personal care and accommodation to up to 60 people. At the time of the inspection, 60 people were living there. The service provides support to older people with a range of health and social care needs, including those living with dementia.

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

This was a targeted inspection that considered staffing levels and the impact this may be having on people who lived at the service. Based on our inspection, we found there were usually sufficient staff to keep people safe and provide high quality care at Bamfield Lodge. Sometimes unforeseen events such as illness affected staffing levels, but this was monitored and actions taken to arrange cover.

The numbers and skills of staff matched the needs of people using the service and staffing levels were reviewed and amended as necessary. Staff knew people well and understood their needs. The service was responsive when people's needs changed.

People, their relatives and most staff were happy with the levels of staffing at Bamfield Lodge. People and their relatives were satisfied with the care provided.

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 (published 29 July 2022).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing. We found no evidence during this inspection that people were at risk of harm from this concern. The overall rating for the service has not changed following this targeted inspection and remains good.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Bamfield Lodge on our website at www.cqc.org.uk.

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?

The service was safe.

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Bamfield Lodge

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 a concern we had about staffing.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Bamfield Lodge is a 'care home'. 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. Bamfield Lodge is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a 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. This included all complaints and whistle blower concerns.

We considered the statutory notifications the provider had sent to CQC. A notification includes information about important events which the service is required to send us by law. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make.

We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager and regional director about the specific concern we were inspecting. We spoke with 10 people who lived at the service, and spent time observing care to help us understand the experience of others. We spoke with six staff and the relatives or friends of two people who lived at Bamfield Lodge.

We considered all of this information to help us to make a judgement about 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 our last inspection we rated this key question good. 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 a concern we had about staffing levels and the impact this may be having on people. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

- CQC had received a high number of concerns about staffing over a period of around three months. In the main, the concerns alleged that there were insufficient numbers of staff to keep people safe and provide high quality care at Bamfield Lodge.
- Prior to our inspection, we had regularly contacted the management team to request additional information, evidence and assurance about the concerns raised. The management team were responsive and sent detailed responses when requested.
- The numbers and skills of staff matched the needs of people using the service. We viewed rotas, spoke with people who lived at the service and their relatives, spoke with staff and carried out observations.
- Rotas were planned in advance and ensured the mix of staff numbers and skills was appropriate to keep people safe. This included having a registered nurse, seniors and care staff on each shift.
- Rotas and staffing levels were regularly reviewed, and these were adapted if people's needs changed. Some staff felt increased staffing levels did not continue for long enough.
- There were unforeseen events such as staff being unable to work due to illness. Some staff felt there were high levels of sickness. One staff member said, "On a good, normal day, I feel yes, we have enough staff. It is just sickness is an issue".
- On the day of our inspection, one member of staff had not been able to work because of illness. They had been rostered as an extra or 'floating' staff member and so the decision had been made not to request an agency staff member to cover this shift.
- The registered manager told us they monitored and managed sickness and absence and explained how cover was arranged. Bank and agency staff were used as necessary. One staff member told us, "If we are short staffed, the nurse or manager will phone around to get cover, or they'll come and help".
- Staffing levels were reviewed prior to our last inspection in June 2022. The management team told us they had decided to admit people to the service who were typically more independent or required a lower level of staff support. This would reduce the demands on staff and enable them to spend more time with people providing more responsive care. One staff member told us, "The staffing levels are much better now. It's not as tense now as it was last year".
- During our inspection we saw staff spending time with people supporting them sensitively and giving them personalised care and reassurance. Staff knew people well and understood their needs and preferences.
- Although staff were busy during our inspection, each unit appeared calm and well run.
- Call bells were answered promptly, and people did not have to wait long for staff attention. One person

said, "I use the buzzer if I need any help. I don't wait that long. Sometimes if the staff are busy they come and tell me".

- We saw evidence that the registered manager carried out a daily walk around of the service. This helped them to monitor staffing levels and pressures in each unit and take action as required.
- People all told us they received good care. Comments included, "The staff are really nice and treat me well", "The girls are nice" and "I do not think they are short staffed here".
- The relatives we spoke to were satisfied with the care people received. Comments included, "[Name] doesn't have to wait long for care", "The staff are prompt" and "The staff are amazing". One relative noted, "I do see them working hard and feel sorry for them".
- Most staff were positive about the number of staff on shift. One staff member told us, "We do ok with the staff we have. It's busy, but not too bad". Another staff member felt there were not always enough staff. We highlighted to the registered manager that not all staff felt staffing levels were adequate.
- The registered manager told us there were currently no staff vacancies at the service. New staff had recently been recruited, including staff from overseas. No concerns were raised about staff recruitment, induction and training processes, so we did not review this area in our targeted inspection.