

Conags Care Limited

Ryhope Manor Care Home

Inspection report

Stockton Road
Ryhope
Sunderland
Tyne And Wear
SR2 0LS

Tel: 01915211980

Date of inspection visit:
17 June 2021

Date of publication:
25 June 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Ryhope Manor Care Home accommodates up to 31 people with residential and nursing care needs in one adapted building. On the day of our inspection, 23 people were using the service.

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

Staffing levels were planned and monitored to ensure people received safe support. New staff were safely recruited and inducted into the service. Effective infection prevention and control systems were in place.

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

Rating at last inspection (and update)

The last rating for this service was good (published 15 October 2018).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had received about the recruitment of new staff and the use of agency staff at the service. The overall rating for the service has not changed following this targeted inspection and remains good.

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 also 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 COVID-19 and other infection outbreaks effectively.

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

Ryhope Manor Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had received about the recruitment of new staff and the use of agency staff at the service.

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

One inspector carried out this inspection.

Service and service type

Ryhope Manor Care Home 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

This inspection was unannounced.

What we did before the inspection

We reviewed information we held about the service, including the notifications we had received from the provider. Notifications are changes, events or incidents the provider is legally obliged to send us within required timescales. 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 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 took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with four people and one relative about their experience of the care provided. We reviewed a range of records. This included three staff files.

We spoke with eight members of staff, including the registered manager, nursing, domestic and care staff.

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.

The purpose of this inspection was to check on specific concerns we had received about the recruitment of new staff and the use of agency staff. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Staffing levels were monitored to ensure there were enough staff deployed to support people safely. One person told us, "There are always plenty around."
- Where agency staff were used systems were in place to ensure they were suitable for the service. This included checks on their training and competence.
- The provider's recruitment process minimised the risk of unsuitable staff being employed. This included obtaining Disclosure and Barring Service checks and references.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.