

Mrs Safia Bano Hussain

Bankfield Manor Care Home

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

Bankfield Manor is a residential care home providing accommodation and personal care to 20 people aged 65 and over at the time of the inspection. The service can support up to 21 people.

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

People felt their relatives were safe. When we asked about this one relative said, "Yes (relative) is (safe). They take measures to keep (them) safe because (person) wasn't safe at home".

Systems were in place to safeguard people from the risk of abuse. People received their medication as prescribed by staff who had been appropriately trained. Risks to people were effectively managed through person centred risk assessments and care planning.

Safe infection prevention and control (IPC) practices were in place to minimise the risk of spread of infection. The provider had given additional support to staff to help them understand the vaccine for COVID-19.

Systems in place to monitor the service were effective in identifying and addressing areas that required improvement. There was a positive culture at the service. People were happy with the support their relatives received. People were kept up to date about any changes about the service and their relative.

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 2 February 2018).

Why we inspected

This inspection was prompted through our intelligence monitoring system and receipt of information of concern. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

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.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

The overall rating for the service remains as good.

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

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

Bankfield Manor 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. 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 carried out by one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Bankfield Manor 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

The site visit to the care home was unannounced. Inspection activity started on 14 April 2021 and finished on 26 April 2021. We visited the care home on 21 April 2021.

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, Healthwatch and professionals who work with the service. 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 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 nine relatives of people who use the service about their experience of the care provided. We spoke with five members of staff including the provider, registered manager and three care workers. Discussions with relatives were via telephone calls.

We reviewed a range of records. This included three people's care records and a sample of medication records. We looked at two staff recruitment files. A variety of records relating to the management of the service, including some policies and procedures, were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. This included training data and quality assurance 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. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Using medicines safely

- Medicines were stored and managed safely.
- Medicines were kept in a locked trolley and daily checks of storage temperatures were recorded.
- Topical medicine administration records (TMARs) with body maps were in place for prescribed creams to ensure staff knew how, where and when to apply them.
- Protocols for 'as required' medicines were in place.
- The registered manager had monthly meetings with the GP, pharmacist and the local authority's home co-ordinator to discuss people's medication regimes

Assessing risk, safety monitoring and management

- Risks to people's health and safety were assessed and actions to be taken to minimise the risk recorded. This included risks in relation to nutrition and hydration, falls and risks associated with the COVID-19 pandemic.
- Accidents and incidents were recorded and analysed to identify any common themes such as times and locations of accidents.
- Personal emergency evacuation procedures (PEEPs) were in place. However, PEEPs were located on the outside of people's bedroom doors and included personal information visible to people passing the room. The registered manager said they would address this.
- People felt their relatives were safe. Comments included: "Yes (relative) is safe, they treat (relative) very well and there are more people about to help (them)" and "Yes, absolutely (relative) has settled and I am happy with the staff."

Learning lessons when things go wrong

- Completed audits included detail of actions taken in response to identified issues and what lessons had been learned from the results of the audit.

Systems and processes to safeguard people from the risk of abuse

- Safeguarding policies and procedures were in place and safeguarding events were analysed to help identify any common themes.
- Staff received training and updates in safeguarding people.
- Staff knew what to do if thought someone was at risk and knew who to contact if they felt they needed to report their concerns externally.

Staffing and recruitment

- Most people and relatives we spoke with raised no concerns about staffing levels. Comments included,

"They are lovely, they care about my (relative), there seems to be plenty of staff" and "I am happy with the staff, yes there is enough of them."

- The provider had a system in place to calculate safe staffing levels and rotas reflected that staffing was organised in accordance with this calculation.
- Recruitment processes were safe with all required checks completed before new staff started employment.

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.
- The provider had held workshops for staff and provided resources to help them to understand and allay fears about the vaccine for COVID-19.
- The service had been recognised by the local Public Health England (PHE) and Clinical Commissioning Group (CCG) on their outstanding results of a survey completed by the local authority infection prevention and control team.

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. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- People we spoke with felt they were involved in their relative's care. They gave us examples of staff asking them for information about their relatives to make sure the care and support they delivered met the person's needs.
- People's personal choices and preferences were recorded in their care plans. Several people told us staff knew their relative "Very well".

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- There were effective governance systems in place to audit the quality of the service.
- The registered manager and the provider completed regular audits to monitor and improve the quality of service delivery. Action plans were completed following audits.
- Staff received regular training to ensure they had the appropriate skills to support people.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People we spoke with felt able to approach the registered manager with any concerns. One person said, "The current manager is very good, yes I have met her and spoken to her on the phone."
- People said they had been kept informed about their relative's wellbeing. One relative said, "Communication has been very good, they sometimes ring me twice a week. "I have been kept up to date".
- Several relatives told us about a WhatsApp group set up by the service as a way of sharing general updates and information about the home and latest government guidance in relation to such as visiting.
- There were regular staff meetings and supervision sessions for staff.
- The service worked with other agencies to ensure good outcomes for people.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- Appropriate notifications were submitted to CQC and the local authority