

Advinia Care Homes Limited

# Burrswood Care Home

## Inspection report

Newton Street  
Bury  
Lancashire  
BL9 5HB

Tel: 01617617526

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06 November 2019

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

### About the service

Burrswood Care Home is a care home that provides personal and nursing care for up to 125 older people and people living with dementia in four buildings. Accommodation was provided on two levels. At the time of this inspection 110 people were living at the service.

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

At this targeted inspection we found that systems and processes to protect people from the risk of abuse or neglect were robust. There were safe and effective ordering and delivery systems in place and people were given a choice of nutritious food and drinks. Risk was assessed appropriately and subject to regular review. Systems for recording incidents and accidents were extensive and effective.

The building and equipment were well-maintained in accordance with regulations. Staff were recruited safely and deployed in sufficient numbers to meet people's needs. Effective measures were in place to manage the risk of infection. Staff were given adequate stocks of cleaning materials and personal protective equipment (PPE) to ensure the risk of infection was minimised.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was requires improvement (published 2 March 2019) and there were multiple breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve

### Why we inspected

The inspection was prompted due to concerns received about the provision of care people received. We undertook this targeted inspection to ensure that the service was meeting legal requirements. To do this we examined risks relating to systems and processes, areas of risk management and safety monitoring and provisions that were in place to ensure people were living in a safe and well-maintained environment. This targeted inspection only focused on specific concerns and did not cover all key lines of enquiry, as a result the ratings for this service have not been changed. The ratings for this service will be reviewed as part of our next comprehensive inspection.

We found no evidence during this targeted inspection that people were at risk of additional harm from the concerns we had received since we last inspected.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Burrswood Care Home on our website at [www.cqc.org.uk](http://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?**

The service was not always safe.

Details are in our safe findings below.

**Requires Improvement** ●

# Burrswood 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. The Care Quality Commission (CQC) are conducting trials of this type of inspection to follow up services where CQC have received information of concern.

#### Inspection team

The inspection was conducted by two inspectors.

#### Service and service type

Burrswood is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 did not have a manager registered with the Care Quality Commission. This means that the provider is legally responsible for how the service is run and for the quality and safety of the care provided. A manager had been recruited and had applied to become registered.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We also reviewed other sources of information. This included any statutory notifications sent to us by the registered provider about incidents and events that had occurred at the service. A notification is information about important events which the service is required to send to us by law. We took this into account when we planned the

inspection and made the judgements in this report

#### During the inspection

We spoke with six people who used the service and three relatives about their experience of the care provided. We spoke with nine members of staff including a representative of the provider, the manager, unit managers, a nurse, care workers, domestic staff and the chef manager.

We reviewed a range of records. This included a variety of records relating to the management of the service.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at staffing 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 Requires Improvement. At this inspection this key question remained the same. This is because we focused on specific concerns and did not inspect all of this key question area. We will assess all of the key question at the next comprehensive inspection of the service.

Following the receipt of information of concern, the purpose of this inspection was to check that people were not at additional risk from the concerns that had been raised with us.

The breaches found at our last inspection in this key question will be reviewed at our next scheduled inspection. This is to allow the provider time to embed their improvements.

### Staffing and recruitment

- Staff were recruited safely and deployed in sufficient numbers to meet people's needs. However, some people reported occasional staff shortages and delays in receiving care. One person told us, "They're always getting short staffed. You can wait 40 minutes for the night staff to come." While a relative said, "(The home is) sometimes quite short-staffed some days but generally it's okay."
- We discussed this with the manager and were assured staffing levels were under review due to an increase in the number of residents. We also checked the call-bell response times and found a very small percentage of call-bells were not answered in a timely manner.
- When permanent staff were not available, staff from other parts of the home or regular agency staff were deployed.

### Systems and processes to safeguard people from the risk of abuse

- Systems and processes to protect people from the risk of abuse or neglect were robust.
- There were safe and effective ordering and delivery systems in place. We checked food stocks as well as cleaning and laundry products. Staff told us all provisions requested were ordered and delivered in a timely manner.
- Most people said they felt safe at Burrswood and confirmed their needs had been consistently met. When asked if they felt safe one person commented, "Oh yes. It's such a lot of good care." While another person said, "Yes I feel safe. I press the buzzer and staff come."

### Assessing risk, safety monitoring and management

- Risk was assessed appropriately and subject to regular review.
- The home had a business continuity plan in place for emergencies.
- Environmental risk was well-managed.
- The building and equipment were well-maintained in accordance with regulations.

### Preventing and controlling infection

- Effective measures were in place to manage the risk of infection.

- The buildings were cleaned regularly and were visibly clean and fresh.
- Staff were given adequate stocks of cleaning materials and personal protective equipment (PPE) to ensure the risk of infection was minimised.

#### Learning lessons when things go wrong

- Systems for recording incidents and accidents were extensive and effective.
- Managers used an electronic system for capturing and reporting incidents and accidents.
- Information was analysed by senior managers to identify patterns or trends.