

Bupa Care Homes (BNH) Limited

Queensmount Care Home

Inspection report

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Dorset
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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

Queensmount Care Home is purpose built and registered to provide accommodation and nursing or personal care for up to 49 older people. At the time of our inspection there were 45 people living at the home.

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

Care was personalised and there were sufficient numbers of staff to meet people's needs.

Staff understood the signs and symptoms that may indicate a person is being harmed or abused and knew how to report this. They told us they would feel comfortable to whistle blow should they witness or hear about poor practice.

People were protected from risks because staff were familiar with how to care for people and minimise any risks that had been identified. Those who needed it were checked more frequently during the night and equipment had also been provided to keep people safe.

Staff understood what to do in the event of any emergency and were confident about the roles they would take. Staff also understood their role and responsibilities to protect people from abuse.

Staff understood the importance of infection control. The home was clean and well maintained throughout. Policies and staff practices were reflective of current best practice guidance. Staff had access to personal protective equipment and there was whole home testing in response to the coronavirus health risk.

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 outstanding (published 8 June 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing levels, particularly at night, and the possible impact this could have on provision of care. Please see the safe section of this report. The overall rating for the service has not changed following this targeted inspection and remains outstanding.

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 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.

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

Follow up

We will continue to monitor information we receive about the service. If we receive any concerning information, we may inspect the service again.

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 outstanding. 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.

Details are in our safe findings below.

Inspected but not rated

Queensmount Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about staffing levels, particularly at night, and the possible impact this could have on provision of care for people.

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

This inspection was carried out by one inspector.

Service and service type

Queensmount 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

We gave a short period of notice for this inspection because we needed to check the status of the people and staff with regard to Covid-19.

What we did before 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 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.

During the inspection

We did not speak with anyone during this inspection as it started at 6.00am and people were still asleep. We inspected at this time because we wanted to speak with the night staff and observe the routines in the home. We spoke with six members of staff including the registered manager, nurses and care staff.

A variety of records relating to the management of the service, including policies and procedures, were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at 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 outstanding. This meant people were protected by a strong and distinctive approach to safeguarding, including positive risk-taking to maximise their control over their lives. People were fully involved, and the provider was open and transparent when things went wrong.

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.

Systems and processes to safeguard people from the risk of abuse

- People were protected from abuse because staff understood what to look out for and the actions they should take if they suspected someone may be suffering abuse.
- Staff confirmed they received regular training to ensure they could recognise the possible signs and symptoms of abuse and knew how to ensure people were protected.
- Policies and procedures were up to date and accessible to staff.

Assessing risk, safety monitoring and management

- People were protected from risks because staff were familiar with how to care for people and minimise any risks that had been identified. Those who needed it were checked more frequently during the night and equipment had also been provided to keep people safe.
- Staff understood the actions they should take in the event of any emergency and were confident about the roles they would take.

Staffing and recruitment

- Staffing levels met people's needs. A staffing calculation tool was used to assess the number of care hours required. Rotas showed that staffing was provided in accordance with the hours the tool indicated were required. The registered manager confirmed that there were occasional difficulties in meeting this when staff gave little notice that they were unable to work. However, they were clear they would provide cover for any absences whenever possible.
- The registered manager advised that the head of care, deputy manager and themselves were all able to provide care whenever they were needed. They gave very recent examples of when this occurred.
- The majority of the staff confirmed that staffing levels were satisfactory. Some staff found the requirements to move between floors in the home during the night, as well as undertake some kitchen duties, concerning because this meant there were periods where there were no staff in the immediate vicinity for a small number of people. The registered manager was clear that the people concerned were not put at risk by this: staff all had pagers linked into the call system so should be able to respond quickly if required and other staff in the home were made aware when staff changed the areas they were working in.
- We observed that call bells were answered quickly as well as staff popping in and out of people's rooms throughout the day checking their well-being and offering help where needed. Activities staff were provided

in addition to care staff.

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.