

Barchester Healthcare Homes Limited

Beaufort Grange

Inspection report

Hatton Road
Cheswick Village
Bristol
Avon
BS16 1AH

Tel: 01173210430
Website: www.barchester.com

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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

Beaufort Grange is a residential care home providing personal and nursing care to 74 people aged 65 and over at the time of the inspection. The service was at the time of the inspection supporting 67 people. This was over three floors. Each floor had separate lounges, kitchen and dining areas and seating areas where people could socially distance themselves from other people living at Beaufort Grange.

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

Personal protective equipment was not always stored or being worn correctly to prevent the risk of cross contamination or infection. The registered manager took immediate action to address this following our inspection. Staff had checks undertaken prior to starting their employment and where concerns were identified these were managed by the provider.

People received support from staff who knew them well. Relatives and staff felt people received safe care. Staff knew who to go to should they have concerns for people's safety and they were able to identify the different types of abuse.

This was a targeted inspection that considered if people were safe and if staff had checks in place prior to working with vulnerable people.

Rating at last inspection; Good (Published January 2018)

Why we inspected

The inspection was prompted in part due to concerns received about people receiving safe care and treatment, safe staffing and recruitment. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern.

Please see the Safe section of this report.

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

Beaufort Grange

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection following concerns received about people's safety.

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 undertaken on the 21 July 2021. It was carried out by one adult social care inspector.

Service and service type

Beaufort Grange 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 announced. We gave the service 48 hours' notice of the inspection. This was to ensure the registered manager would be in the office to support the inspection.

What we did before the inspection

We reviewed information we had received about the service since our last inspection. This included incidents the provider must notify us about. Prior to this inspection we had not requested the provider completes a provider infection return. A provider information return (PIR) is when we require information from provider on key information about the service, what the service does well and improvements they plan to make. This information helps support our inspections. We took this into account in making our judgements in this report.

During the inspection

During the inspection we walked around the building and observed staff interactions with people. We spoke with one person, four members of staff and the registered manager.

We reviewed a range of records. These included three staff files relating to recruitment, policies and procedures relating to recruitment and infection control.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We also gained views from nine relatives and requested feedback from five health care professionals. We received feedback from one.

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 have specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Beaufort Grange. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- We had received concerns that people were not receiving safe care. We found during our inspection that people were relaxed, and staff were attentive to people's needs. People received support from staff when they requested it.
- Staff and relatives felt the care people received was safe. Staff told us, "Yes people are safe." Another member of staff told us, "Safe here, yes." One relative told us, "Yes, I feel (Name) is in safe hands. Regular communication from Beaufort Grange is good. Staff are compassionate and caring." Another relative told us, "Of what I have seen for myself the staff are very caring, respectful and polite to (Name). (Name) seems at ease with them. They are very attentive, and they are respectful of (Name's) wishes." Another relative told us, "I feel (Name) has been well protected. They are safe and happy and the carers are lovely to deal with."
- The provider had a safeguarding policy and kept a log of safeguarding concerns including actions taken and referrals made.
- Staff had a good understanding of the different types of abuse and who to go to. One member of staff told us, "Safeguarding means abuse. There is financial abuse, sexual, neglect, emotional. I would go to the senior, head of unit or the manager. I could also whistle-blow, tell The Care Quality Commission or inform the safeguarding team in the council if I had concerns."
- During the inspection we walked around the building and found people were calm and relaxed. Staff were supporting people with their daily routine in an appropriate timely manner.

Staffing and recruitment

- We had received concerns there were not enough staff to meet people's needs. We had also received concerns people were not supported by staff who were suitable to work with vulnerable people.
- People were supported by staff who had pre employment checks, however we did identify a concern during our inspection process. The registered manager and regional manager confirmed actions taken to ensure people and staff were safe. We were satisfied by those actions. Pre employment checks in place included, references, Disclosure and Barring Service (DBS) and checks on their identity.
- People were supported by enough staff who knew them well. For example, during the inspection staff responded to people's requests and needs in a timely manner. Staff we spoke with knew what support people needed and all felt able to ask the manager or the team for additional assistance or support should they need it.
- One member of staff told us, "We don't use agency. Sometimes there is shortages but it's not planned the nurse does help in that situation moving around the different floors." Another member of staff told us,

"Some people need one to one assistance we allocate the team in the morning and we swap over throughout the day. Some floors are not as (busy) so we ask them for help as well."

- The registered manager confirmed people's needs were monitored through a dependency tool and staff would pick up additional shifts so agency staff were not being used. The registered manager told us at times they would have prepared more staff on shift. However, this did not impact on meeting the needs of people as there was a whole service approach and that all the staff team pulled together on these occasions. At the time of the inspection the registered manager confirmed they were in the process of recruiting bank staff which they felt would help support unforeseen circumstances.
- Relatives felt people received support from enough staff who were kind and considerate. One relative told us, "(Name) has been in (Beaufort Grange) for several years and many of the staff knew them well before they deteriorated. (Staff) are kind and considerate." Another relative told us, "It has a very pleasant atmosphere from the moment you walk in. Staff are very welcoming."

Preventing and controlling infection

- We were not always assured that staff were using Personal Protective Equipment (PPE) effectively and safely. During the inspection we observed one member of staff talking to a colleague with their surgical mask down under their chin. We also observed surgical masks were not always fitting staff securely. For example, some surgical masks at times were slipping down so the member of staff's nose was left uncovered. We also observed one member of staff had the straps of their surgical mask twisted. This meant staff could be exposed to air borne viruses due to not wearing surgical masks correctly. The registered manager confirmed following the inspection action had been taken to address these areas of concern.
- We were not always assured that PPE was being stored safely. For example, clean unused PPE such as gloves were being stored in the sluice room. When we spoke with staff they confirmed this was where they accessed their clean PPE from. We raised this with the registered manager as there was a risk that clean PPE could become contaminated as the sluice environment was used to empty commodes, remove and dispose of used dirty and potentially contaminated PPE. The registered manager confirmed following our inspection actions had been taken to address the storage of clean PPE.
- 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 accessing testing for people using the service and staff.
- 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.