

The Royal Masonic Benevolent Institution Care Company

Connaught Court

Inspection report

St. Oswalds Road
York
YO10 4FA

Tel: 01904626238
Website: www.rmbi.org.uk

Date of inspection visit:
13 December 2022

Date of publication:
10 January 2023

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

Connaught Court is a residential care home providing regulated activities and nursing care to up to 94 people across six separate units. At the time of our inspection there were 89 people living at the service.

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

This was a targeted inspection which looked at systems in place to monitor accidents, incidents and safeguarding concerns, and managing risks to people's safety from other people, pressure care and the use of bed rails.

Based on our inspection of these areas, we found processes were in place to manage the risks associated with the use of bedrails. However, they had not always been followed on one unit, the registered manager acted quickly to resolve these shortfalls.

Accidents and incidents had been recorded with details of actions taken to mitigate associated risks.

People we spoke with were all positive about their experiences of the service. People told us they had reliable support that promoted their health, safety and wellbeing.

The provider ensured health and social care professionals were engaged with the safeguarding of people from abuse. Concerns had been reported and safeguarding risks including those of a sexual nature had been appropriately managed.

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

Rating at last inspection

The last rating for this service was outstanding (31 December 2019).

Why we inspected

We undertook this targeted inspection following a review of information we had received about the service which identified potential concerns about pressure care, the use of bedrails and the management of incidents of a sexual nature. The overall rating for the service has not changed following this targeted inspection and remains outstanding.

We use targeted inspections to follow up on Warning Notices or to check 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 found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe sections of this full report.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Connaught Court

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 Health and Social Care Act 2008.

Inspection team

One inspector carried out this inspection.

Service and service type

Connaught Court is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Connaught Court is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

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. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us

annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with three people about their experience of care provided. We spoke with the registered manager and a registered nurse. We reviewed records relating to the management of safeguarding, pressure care management records in two peoples care plans, accident and incident records and analysis, and bed rail records and the oversight of these.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection. This meant people were safe and protected from avoidable harm.

The purpose of this inspection was to check the provider had appropriate systems in place to monitor accidents, incidents and safeguarding concerns, and managing risks to people's safety from other people, pressure care and the use of bed rails. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Bedrail risk assessments and checks were in place but on one unit they had not been carried out or updated following incidents. The registered manager addressed this immediately during the inspection.
- Care plans and risk assessments were in place to guide staff how to support people with the care of their skin.

Systems and processes to safeguard people from the risk of abuse

- The service had a safeguarding policy in place and the management team followed processes to keep people safe.
- The people we spoke with told us they felt safe. Comments included, "I feel very safe. The care is excellent" and "Its worked very well [living at service] and I feel safe and comfortable. There are never any issues when staff support me with hoisting."

Learning lessons when things go wrong

- Accidents and incidents were recorded, and action had been taken to mitigate risks. The registered manager completed an overall analysis each month which helped identify any common themes, and where needed, action had been taken to address this.