

HC-One Limited

Beaconsfield Court

Inspection report

112 Galgate
Barnard Castle
County Durham
DL12 8ES

Tel: 01833637685

Website: www.hc-one.co.uk/homes/beaconsfield-court/

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

This inspection visit was carried out in order to follow up a breach of Regulation 18 of the Health and Social Care Act in relation to Staffing. At our last visit to Beaconsfield Court on 7 October 2015, we issued a requirement notice. Following the visit on 7 October 2015, the registered provider sent us an action plan detailing how and when they would take action in order to meet this requirement notice.

A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run. There was a registered manager for the service who was on annual leave at the time of our inspection. We undertook the inspection with the deputy manager of the service.

At our last visit to the service in October 2015, we found there were not sufficient staff to meet the needs of people using the service. The registered provider submitted an action plan to CQC stating when and how they intended to take action to meet the regulation. This included a review of staffing levels by the Assistant Operations Director and the Managing Director, a review of dependency levels of people who used the service and early morning visits to the service to review staffing levels. The registered provider told us they were going to provide additional staffing between 8am and 2pm.

At this visit we saw the registered provider had implemented this increased staffing and there were now five care staff on a morning shift along with a senior care worker for 29 people. We witnessed staff were able to spend time talking with people and undertaking one to one activities. Staff told us there was less pressure and the increased staffing levels had made a positive difference to the quality of the service.

We reviewed records that showed the registered provider had committed to maintain the staffing levels and regularly reviewed the dependency needs of people using the service. We saw this requirement was now met.

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.

We saw the registered provider had implemented its action plan and provided additional staffing during the day.

Staff members told us this had improved the quality and safety of the service they provided.

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Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection visit was carried out in order to follow up a breach of regulation 18 Staffing in relation to a requirement notice, that we found in our last visit to Beaconsfield Court on 7 October 2015. Following this visit the registered provider sent us an action plan detailing how and when they would take action in order to meet this requirement notice.

This inspection was carried out by one adult social care inspector.

Prior to the inspection visit we reviewed the information we had about the service. We contacted local commissioners, the safeguarding team and Healthwatch as part of our inspection process.

During this inspection visit we spoke to the deputy manager, the administrator and four members of care staff. We also spoke with one visitor and three people who used the service. We viewed records in relation to staffing and deployment.

Is the service safe?

Our findings

At our last inspection at Beaconsfield Court on 7 October 2015, we found there was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to staffing. During that visit, several people told us they sometimes had to wait for some time for staff to respond to their call bells and visitors also raised concerns about staffing levels. Staff we spoke with said they were, "Run off their feet" and the staffing levels did not meet the dependency needs of the people who lived at the service or the layout of the home which was over three floors.

Immediately following our visit, the registered provider sent the Care Quality Commission (CQC) the following response, "We will take your comments into consideration and as such a full review of staffing levels will be undertaken, identifying specific time periods when additional staff may be required and if an increase is considered necessary this will be actioned."

The registered provider submitted an action plan to CQC stating when and how they intended to take action to meet the regulation. This included a review of staffing levels by the Assistant Operations Director and the Managing Director, a review of dependency levels of people who used the service and early morning visits to the service to review staffing levels. The registered provider told us they were going to provide additional staffing between 8am and 2pm. They would actively begin to recruit staff and as an interim measure use bank staff and offer existing staff extra hours. The registered manager would continue to monitor the efficiency of staffing at the home, would review nurse call bell times and seek the views of people using the home and staff as to whether staffing levels were appropriate to the support needs of people using the service.

On this visit to the service, we were greeted by the deputy manager as the registered manager was on annual leave. Despite major building works at the home, the service was calm and staff members although busy did not appear rushed. We saw staff members supporting people to have a snack and also playing a game of cards with one person in a lounge area.

At the time of our visit there were 29 people using the service and one bedroom was not available as it was being fitted with an ensuite bathroom. We saw there were five care staff and the deputy manager on duty as well as kitchen staff, a domestic, an administrator and the maintenance man. We met a new senior care staff member who was on the second day of their induction and who was shadowing more experienced staff.

We viewed rotas and saw that the service had consistently provided the additional staff member for the morning shift and the deputy manager told us, "It's definitely been more beneficial having an extra person on the morning shift." We saw the service had recruited to staff who had left and was currently recruiting for bank staff to fill in for sickness and annual leave. The service occasionally had used agency staff to cover for one person who was on long terms sick leave on nights.

The deputy manager explained the dependency needs of people who used the service and told us the registered manager reviewed these as part of the on-going quality monitoring of the service.

We spoke with one person who told us, "I like it here very much. I have a good laugh with the night staff, they are very friendly and will do anything for you. Normally there is enough staff but they are a bit short this week as someone has the flu." The deputy manager confirmed to us that one staff member was off poorly but the service had covered those hours with other staff.

A visiting relative told us their relative, "Got very good care, the staff are very kind."

We spoke with two staff members who had worked at the service for less than six months. They were both very positive in their views of the service and the management. One said, "I love it here, if I can make people smile then it makes me happy. Even if you had 20 staff it wouldn't be enough to do everything you want to do but we get the time to talk with people and that's 90% of the job, talking to people." One staff member who had worked at the service for over five years said, "It's better on a morning now with an extra person."

We concluded that the service now provided sufficient numbers of staff to meet people care and support needs appropriately.

Another person we spoke with said, "I don't have to wait long for anything the staff are very kind."