

Rowlandcourt Healthcare Limited

Beechwood House

Inspection report

Woodberry Lane
Rowlands Castle
Hampshire
PO9 6DP

Tel: 02392413153

Date of inspection visit:
28 November 2016

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16 December 2016

Ratings

Overall rating for this service	Good ●
Is the service safe?	Requires Improvement ●

Summary of findings

Overall summary

The inspection took place on 28 November 2016 and was unannounced.

We undertook this focused inspection in response to concerns received, saying that people were being made to get up early against their wishes. This report only covers our findings in relation to this concern. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Beechwood House on our website at www.cqc.org.uk

Beechwood House provides accommodation and nursing care for up to 37 older people. At the time of our visit, there were 33 people in residence. Earlier this year, the service started an agreement with the local NHS Trust for five 'discharge to assessment' beds. This meant that the beds were funded by the NHS. To minimise disruption to permanent residents, the bedrooms used for this purpose were located together in one part of the home.

The service has a registered manager. 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.

This inspection was conducted out of hours in order to check whether people were being treated properly and in accordance with their wishes. We arrived at the service at 4.45am and checked who was up, dressed and awake. We found no evidence to support that people had been made to get up against their will. Those who were awake appeared content and their care plans indicated that they did not always follow a typical night sleeping pattern.

Following our inspection, we provided detail of the concerns received with the management of the home. They plan to make further checks to ensure that all staff are treating people properly and in accordance with their wishes. They have agreed to provide feedback to The Commission on their findings.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found no evidence to suggest that people were treated improperly and that staff were making them get up, washed and dressed against their wishes.

This inspection considered only the specific concerns received and we did not review the rating or judgements made at our last inspection in September 2016.

Requires Improvement



Beechwood House

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 was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

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This inspection took place out of hours on 28 November 2016 and was unannounced.

Two inspectors undertook this inspection.

We arrived at the service at 4.45am and met with the staff working on the night shift. We checked the communal areas and corridors of the home to see whether people were up and dressed or asleep in their beds. We spoke with the nurse, two care assistants and one agency care assistant on duty. We spoke with one person who was in the communal areas. We looked at the care plans for two people who were awake, the daily records for three people and the shift handover records.

Following our inspection, we spoke with the deputy manager to discuss the reasons for our visit and our findings.

Is the service safe?

Our findings

The Commission received concerns relating to the improper treatment of people living at Beechwood House. The concerns related specifically to the night shift, saying that people were washed and dressed against their wishes, starting from 3.30am. Once washed and dressed, we were told that some people were taken to the lounge and that others were assisted back to bed fully clothed.

We received these concerns at the beginning of November 2016. We asked the registered manager to investigate. The registered manager carried out a spot check during the night of 4 November 2016. She reported back to us that no concerns had been identified and reassured us all rooms had been checked and no evidence was found to support this allegation. She advised that, as part of their quality assurance processes, she completed night spot checks on at least a monthly basis at various times and on different days.

Two weeks later, we received further concerns of the same nature. Based on the information received, stating which staff were allegedly responsible for promoting this practice and when they were expected to be on duty, we carried out this focused inspection. We did not find evidence of improper treatment or of staff not respecting people's wishes.

Upon arrival at the service, we noted that there were lights on in the communal bathrooms and in one bedroom. Once inside, we found that three people were up. One person was awake in the main lounge watching television, enjoying a hot drink. Another two people were seated in the library area, one awake and the other asleep. Staff advised us that none of these people had been to bed. The observation records completed by staff supported this; they showed that staff had encouraged people to go to bed but that they had refused.

Beechwood house is registered to provide care to people living with dementia. Dementia can affect a person's body clock causing them to sleep in an unusual pattern or at different times of day and night. The registered manager had informed us that some people living at the home did not have a regular sleep pattern. She said that staff were encouraged to respect people's wishes to stay up or to help them up when desired.

We reviewed the care plans of two of the people who were awake. One stated that the person would often stay in the lounge until the early hours of the morning, the other, 'I often lay on top of my bed and do not get undressed'. Staff on duty confirmed that it was not unusual for these people to be up. The nurse told us, "(Name of person) does not sleep at night time". We spoke with one person who believed they were working a shift in their former profession and appeared at ease with being up, dressed and awake. They told us, "I've been up all night. I imagine I'll get home about 8-10am".

We checked the bedrooms, nearly all of which were in darkness. Staff responded to call bells and we heard two staff assisting one person to change their continence pad. Once this was done, staff left the room. Through an open door, we saw that one person, named as one of those made to get up early and go to the

lounge, was asleep in bed.

Staff explained how they promoted choice. The nurse said, "If they don't want to go to bed we leave them". A care assistant told us, "If they are wet we always change them. If they are sleeping they stay in bed. It's their choice". The agency care assistant said, "They have a choice of getting up or going back to bed". In one person's care plan we saw flashcards. These were in large print and included images to aid communication. One read, 'Would you like to get up?' another, 'Would you like a shower or a bath?'. Although this person was awake, we were unable to engage them in conversation. Staff told us that the flashcards helped with communication and enabled them to seek the person's wishes.

Although we did not identify any cause of concern that people were being treated improperly at Beechwood House, we shared the detail of the concerns received with the deputy manager. The deputy manager felt confident that staff were respecting people's wishes but said they would use the information to make further checks. She said this would include monitoring specific shifts and the support given to those people named as being made to get up against their will. We asked the deputy manager to report back to us on their findings.

The rating for the service remains unchanged from our inspection in September 2016. This is because we did not find evidence to support the allegations and because information relating to the requirement set in September 2016 was not reviewed. We will check this during our next planned comprehensive inspection.