

Burlington Care (Yorkshire) Limited

Maple Court

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Maple Court is a care home providing residential and nursing care for older people who may also be living with dementia. The service is registered to support up to 64 people. When we inspected, 43 people were using the service.

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

The service was clean and free from malodour. Regular cleaning helped to make sure the environment and equipment used were hygienically clean and to reduce the risk of healthcare related infections.

Regular testing of staff and people who used the service helped minimise the risks associated with COVID-19.

Staff had training and access to the Personal Protective Equipment (PPE) they needed to keep them and the people they supported safe. We signposted the provider to resources to develop their approach in relation to social distancing and the safe and effective use of PPE.

Sufficient staff were deployed to safely meet people's needs. Staffing levels had recently increased as the needs of the people using the service had changed. Staff had the time to help make sure people had enough to eat and drink.

Rating at last inspection

The last rating for this service was Good (published 3 June 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing levels. The overall rating for the service has not changed following this targeted inspection and remains Good.

The Care Quality Commission (CQC) have introduced targeted inspections 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 COVID-19 and other infection outbreaks effectively.

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

Maple 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 Care Act 2014.

As part of this inspection we looked at the infection prevention and control 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 carried out by one inspector.

Service and service type

Maple Court 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 CQC. This means 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

The inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service. We sought feedback from the local authority.

The provider was not asked to complete a provider information return before 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.

We used all this information to plan our inspection.

During the inspection

We spoke with three people who used the service, the registered manager, regional manager and one member of staff.

We reviewed a range of records. This included rotas and records relating to the care and support provided.

After the inspection

We received further evidence by email and continued to seek clarification from the provider to validate evidence found. We made telephone calls to gather people's feedback and spoke with three people who used the service and four members of staff.

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 Good. 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.

The purpose of this inspection was to check a specific concern we had about staffing levels. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Enough staff were deployed to safely meet people's needs; for example, to support people at mealtimes and help make sure they ate and drank enough.
- People gave generally positive feedback about staffing levels. They told us, "If you ask the staff for anything, they help you, or they'll find someone who can. They do their best" and "Sometimes they are a little bit short and I have to wait, but that is only occasionally."
- The registered manager used a dependency tool to monitor staffing levels and staffing levels had recently increased to meet the changing needs of the people using the service.
- Agency staff were used where necessary to help maintain safe staffing levels.

Preventing and controlling infection

- We were assured the provider was admitting people safely to the service.
- We were assured the provider was accessing testing for people using the service and staff.
- We were somewhat assured the provider was meeting shielding and social distancing rules.
- We were somewhat assured the provider was using PPE effectively and safely.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider's infection prevention and control policy was up-to-date.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.

We have also signposted the provider to resources to develop their approach in relation to social distancing and the safe and effective use of PPE.