

Conifers Care Ltd

Conifers Nursing Home

Inspection report

The Conifers
Hambleton
Poulton Le Fylde
Lancashire
FY6 9EP

Date of inspection visit:
14 July 2020

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29 July 2020

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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

Conifers Nursing Home is a residential care home providing personal and nursing care to older people and people living with dementia. The service was providing support to 50 people at the time of the inspection. The home is situated within a residential neighbourhood of Hambleton and can support up to 55 people in one purpose built, two-storey building.

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

Safe recruitment processes were established and carried out. Pre-employment checks took place to ensure people employed had the correct skills, knowledge and characteristics for working with vulnerable people.

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

Rating at last inspection.

The last rating for this service was good (published 12 February 2020).

Why we inspected

We undertook this targeted inspection to check on a specific concern we received about recruitment processes within the home. We identified no concerns with recruitment processes. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or 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.

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

Conifers Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we received about unsafe recruitment processes within the home.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Conifers Nursing Home 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.

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

The inspection was unannounced.

What we did before the inspection

We looked at what information we had received about the service since the last inspection. This included looking at information held on our database about the service for example, statutory notifications completed by the registered provider and safeguarding concerns reported to the local authority.

The provider was not asked to complete a provider information return prior to 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 also sought feedback from Lancashire and Blackpool contracts and commissioning teams and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of

the public about health and social care services in England. This information helps support our inspections. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager and the area manager about recruitment processes within the service. In addition, we reviewed five staff records and policies and procedures related to staff recruitment.

After the inspection

Following the inspection, we spoke with the registered provider to corroborate our findings. We contacted two recently recruited members of staff by telephone to discuss their experience of the recruitment process.

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 had specific concerns about.

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

Staffing and recruitment

- Safe recruitment processes were established and implemented to ensure staff employed were of suitable character.
- Suitable pre-employment checks had taken place. Checks included reviewing people's employment history, reasons for leaving employment and conduct in post.
- Disclosure and barring service (DBS) checks had been carried out for all staff. DBS certificates allow employers to make safer recruitment decisions and prevent unsuitable people from working with people who at times may be vulnerable.
- Staff confirmed they were unable to start work until all pre-employment checks had taken place.