

Beenstock Home Management Co. Ltd

# Beenstock Home

## Inspection report

19-21 Northumberland Street  
Salford  
Greater Manchester  
M7 4RP

Date of inspection visit:  
15 February 2016

Date of publication:  
07 March 2016

### Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 20 October 2015. During that inspection we found one breach of Regulations under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. After that inspection, the provider wrote to us to tell us what action they had taken to meet legal requirements in relation to the breach of regulation.

Beenstock Home is registered to provide nursing and personal care for up to 18 people. The care home is integrated into a sheltered housing complex that comprises of three floors, with sheltered flats on the ground and second floors and the nursing and residential units on the first floor. All bedrooms are single occupancy with en-suite facilities. The home offers a culturally specific service for the Orthodox Jewish community.

There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider.

As part of this focused inspection we checked to see that improvements had been implemented by the service in order to meet legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Beenstock Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

During our last inspection we found that the provider had not implemented systems to assess, monitor and improve the quality and safety of the services provided. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, in relation to good governance.

During this inspection we found the service was able to demonstrate that they were meeting the requirements of regulations. We found the service undertook an extensive and comprehensive range of audits and checks to monitor the quality of services provided. These included weekly and monthly medication audits. Other audits introduced included care plans, falls, pressure ulcers, safeguarding incidents, Deprivation of Liberty Safeguards (DoLS), weekly weights monitoring, bedrail and mattress checks and infection control.

The home had introduced a training matrix to monitor the training requirements of all staff and also undertook regular Nursing and Midwifery Council checks to ensure registered nurses were suitably registered to undertake their duties.

We looked at monthly meeting reports, which detailed the home's response to safeguarding meetings, CQC reports, monthly audits and staffing issues. An action plan was then formulated to address any issues within set time scales.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service well-led?

We found the provider was now meeting the requirements of the regulation and had introduced systems to assess, monitor and improve the quality and safety of the services provided.

We looked at monthly meeting reports, which detailed the home's response to safeguarding meetings, CQC reports, monthly audits and staffing issues. An action plan was then formulated to address any issues within set time scale.

We could not improve the rating for 'well-led' from requires improvement at this time, because to do so required evidence of consistent good practice over time. We also only looked at aspects relating to the breach of regulations, rather than looking at the whole question relating to 'well-led.' We will review this during our next planned comprehensive inspection.

**Requires Improvement** ●

# Beenstock Home

## **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.

We undertook an unannounced focused inspection at Beenstock Home on the 15 February 2016. This inspection was undertaken to ensure improvements that were required to meet legal requirements had been implemented by the service following our last inspection on 20 October 2015.

We inspected the service against one of the five questions we ask about services during an inspection, which were not meeting legal requirements. In this instance it related to 'Is the service well-led.'

The inspection was undertaken by one adult social care inspector. Before the inspection, we reviewed all the information we held about the home. We reviewed statutory notifications and safeguarding referrals. We also reviewed the actions taken by the provider following our previous inspection, who wrote to us explaining what the service had implemented to meet legal requirements.

During this inspection we spoke with the registered manager, the newly appointed clinical lead and the manager of domiciliary care services provided at this location.

## Is the service well-led?

### Our findings

During our last inspection, we found that the provider had not implemented systems to assess, monitor and improve the quality and safety of the services provided. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, in relation to good governance.

During this inspection, we found the service was able to demonstrate that they were now meeting the requirements of regulations. We found the service undertook an extensive and comprehensive range of audits and checks to monitor the quality of services provided. These included weekly and monthly medication audits. Other audits introduced included care plans, falls, pressure ulcers, safeguarding incidents, Deprivation of Liberty Safeguards (DoLS), weekly weights monitoring, bedrail and mattress checks and infection control.

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