

Bupa Care Homes (CFHCare) Limited

Perry Locks Nursing Home

Inspection report

398 Aldridge Road, Perry Barr, Birmingham, B44 8BG
Tel: 0121 356 0598
Website:

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Overall summary

This inspection took place on 21 October 2015. The inspection was unannounced.

We last inspected Perry Locks on 23 and 24 June 2015 when we found the provider had breached the Health and Social Care Act 2008 in three regulations. Following the inspection in June 2015 we spoke with representatives of the provider to discuss our findings. We issued two requirement actions; for not ensuring CQC had been notified of applications to restrict people's liberty and or not ensuring that quality monitoring systems were effective. We also issued a Warning Notice for not ensuring staffing arrangements were adequate to meet people's needs. These are formal ways we have of telling providers they are not meeting people's needs or the requirements of the law, and that improvements are required. The provider sent us an action plan detailing the improvements they would make. They have updated us regularly and informed us that the actions had been completed.

This was a 'Focused' inspection and this report only covers findings in relation to the warning notice we

issued in regards to Staffing arrangements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Perry Locks Nursing Home on our website at www.cqc.org.uk.

Perry Locks Nursing Home is registered to provide accommodation and nursing care for 128 people who have nursing or dementia care needs. There were 107 people living at the home when we visited. The home is purpose built and consists of four separate buildings. Perry Well House is for people with dementia. Brooklyn House, Calthorpe House and Lawrence House provide nursing care for older people. The service had a number of intermediate beds across the four houses. Intermediate beds means specialist care to people who have been discharged from hospital but need extra support before they return home.

There was a registered manager in post. 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.

Summary of findings

Improvements had been made to the arrangements for ensuring that adequate staffing levels were provided. However, we observed that further improvements were needed on one 'house' to ensure people's needs were well met.

Summary of 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?

The service was not consistently safe.

Arrangements for ensuring safe staffing had improved. However, some further improvements were needed.

Requires improvement



Perry Locks Nursing Home

Detailed findings

Background to this inspection

We undertook an unannounced inspection on 21 October 2015 to check that improvements' and actions had been taken to meet the legal requirements in accordance with the timescales we set out in the warning notice resulting from a previous inspection on 23 and 24 June 2015. This related to one of the five questions we ask about the service: is the service safe ?. One inspector carried out the inspection.

We looked at the information we held about the service and provider. This included the notifications that the provider had sent to us about incidents at the service and information we had received from the public. Notifications are information the provider has to send us by law.

During our inspection we visited all four houses. We observed how staff supported people. We spoke with 12 people living at the home, nine staff, nine relatives, the registered manager, three unit managers, and one professional visitor. We looked at staffing records, meeting records, allocation records and some quality monitoring records.

Is the service safe?

Our findings

At the time of our last inspection on 23 and 24 June 2015 we found that the arrangements in place to ensure staffing levels were provided to protect people from risk were not adequate. The arrangements in place for ensuring sufficient staffing arrangements were not effective and did not ensure people's wellbeing and safety. There was not always enough staff on duty to ensure that people were adequately supervised. Arrangements in place to determine safe staffing levels had not been effective. People were not always cared for in a timely manner and in a way that met their needs. These findings evidenced a repeated breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We visited all four houses and spent time talking to people, relatives and staff members. On Brooklyn house one person told us, "Yes there is enough staff. They give me a hand when I need it". Another person told us, "Most of the time there are enough staff. We have had some new staff they are okay". Staff that we spoke with told us that staffing numbers have been increased and it has made a difference. A staff member told us, "We have more time to carry out people's care". Staff also told us about the new system of allocation. They told us it was more structured and clearer regarding what staff responsibilities were. Staff are allocated specific people to support with their personal care and routines. Staff spoke positively about the manager and they told us they felt listened to and that they could see things improving in the home.

On Calthorpe House we saw that people were enjoying a bingo session and a number of people were taking part. A relative told us they were happy with the care that their relative received. They told us, "Sometimes a few people will all ask the staff for help at the same time. So they may need to wait a little bit. That is understandable. [Person's name] is happy with their care. No complaints". The unit manager told us how they planned the rota effectively to ensure a skills mix of experienced staff so they were available to support staff who had less experience. They also told us that the systems in place for managing staff annual leave were being managed more effectively to minimise the impact of this on the management and availability of staff.

On Perry Well house we observed people being supported with their lunch. We saw some good interactions between

staff and people who needed help to eat their meal. Staff assisted people at a level and a pace that was appropriate. Staff were busy assisting people and also taking meals to people who choose to eat in their bedrooms or to people who were being cared for in bed. We saw that there was not always a staff member in the communal area available to respond to request for help and care. We observed that a professional visitor to the home needed to alert staff when they saw that a person moved by themselves and may have been at a risk of falling. Two relatives told us that the care their relatives received was satisfactory and they told us the care staff were very good. However, they told us that sometimes at weekends and in the evening there were not many staff around in the communal areas of the home. Staff that we spoke with gave us mixed feedback about staffing arrangements. Some staff told us that the staffing numbers had improved. They told us that they felt supported by the new manager who had taken time to look and listen to the needs of the people on Perry Well. However, some staff told us that staffing levels were not always adequate to care for people safely.

On Lawrence House we saw that people were enjoying a quiz activity. A staff member told us, "It is much better than before. We have more time to support people with their morning routine. It is not rushed and people are not as late getting up". A visitor told us that they were very happy with their relatives care. They told us the unit manager was very caring and approachable. Two people told us that they were happy with their care and that staff were available to meet their care needs.

We spoke with the manager about how they ensured that they deployed sufficient numbers of staff to meet the needs of the people living at the home. The manager told us that following the CQC inspection of June 2015, and consultation with people and staff, that staffing levels across the service had been reviewed and increased. The manager told us that a base line of minimum staffing levels had been established for each house. Four week rota's were established to ensure that effective forward planning takes place. Records looked at confirmed this. The manager told us that they had been actively recruiting to vacant posts and that they continued to recruit. They told us the recruitment of nurses had been a particular challenge for them. The manager told us it was their intention to increase the nursing staff on Perry Well. They told us that they intend to establish a bank team of staff who would then be available to support with any

Is the service safe?

unplanned absences for example staff sickness. The manager told us that they had needed to still use agency staff at times, and will continue to do so until all vacancies

are filled. We found that the manager was open and transparent about where improvements had been made and also acknowledged that some further improvements to staffing arrangements were needed.