

Shelphen Care Limited

Northgate House

Inspection report

92 York Road
Market Weighton
York
North Yorkshire
YO43 3EF

Tel: 01430873398

Date of inspection visit:
11 November 2020

Date of publication:
07 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service effective?

Inspected but not rated

Is the service caring?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Northgate House is a residential care home providing personal care to 31 people at the time of the inspection. The service can support up to 32 older people, some of whom may be living with dementia.

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

People were supported by staff who were caring and attentive. Staff were aware of risks to people's safety and wellbeing and acted to minimise these. Staff followed appropriate safeguarding procedures to help protect people from harm. A range of infection prevention and control measures had been put in place in response to the coronavirus pandemic to help minimise risks to people, staff and visitors.

People received appropriate support with their nutritional needs and had access to the support of healthcare specialists if needed. People's privacy and dignity was respected and they received appropriate support with their personal care and bathing needs.

Relatives were able to maintain contact with their loved ones throughout the pandemic, in line with national care home visiting guidance. The provider was exploring ways to expand the range of visiting options available over the winter months, if this could be achieved safely and in line with guidance.

Staff felt supported and relatives told us they had good communication with staff and the management.

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 31 July 2018).

Why we inspected

The inspection was prompted in part by notification of a specific incident where there were concerns about visiting arrangements. Some concerns had also been raised about risk management and support with nutrition and personal care. A decision was made for us to conduct a targeted inspection to examine those risks.

We found no evidence during this inspection that people were at risk of harm from these concerns.

We also 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 coronavirus and other infection outbreaks effectively.

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.

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

Is the service effective?

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

Is the service caring?

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

Is the service well-led?

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

Northgate House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had about visiting arrangements, risk management, and support with nutrition and personal care.

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

Service and service type

Northgate House 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 Care Quality Commission, but they had left shortly before our inspection and planned to submit their application to de-register. Being a registered manager 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. The nominated individual for the provider was providing management support at the service until a new manager was appointed.

Notice of inspection

This inspection was announced on the day of the inspection, shortly before our arrival at the home. We telephoned ahead so that we could assess risk in relation to the coronavirus pandemic and ensure safe working arrangements for our visit.

What we did before the inspection

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 reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all this information to plan the inspection.

During the inspection

We spoke with one person who used the service and one visiting social care professional about their experience of the care provided. We spoke with five members of staff during our site visit including the nominated individual, the office manager, head of care and two care workers. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We looked at records related to people's care and the management of the service. We viewed care records relating to three people, staff training records and infection control policies and procedures.

After the inspection

We continued to review evidence from the inspection. We spoke to an additional three members of staff over the telephone, including an activities worker, cook and care worker. We called a selection of relatives and friends and spoke to seven over the telephone. We also arranged a further video call with the nominated individual.

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 specific concerns we had received about risk management and safeguarding, and to review infection control practices. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- The provider had a safeguarding policy and had referred concerns to the local authority safeguarding team when required.
- Staff received safeguarding training; they were aware of indicators of potential abuse and knew how to report any concerns.

Assessing risk, safety monitoring and management

- The provider assessed and minimised risks to people's safety. This included risks in relation to people's health, nutritional needs and skin integrity.
- People at risk of developing pressure wounds were regularly supported to reposition.
- Risk assessments in relation to people's individual needs were detailed and regularly reviewed. Staff were knowledgeable about the contents of people's risk assessments and followed these instructions.
- Staff sought appropriate advice and specialist support if they had any concerns in relation to people's health or well-being.
- Relatives told us staff were, "Very good and on the ball." A social care professional confirmed staff were knowledgeable about people's needs and preferences.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We have also signposted the provider to resources to develop their approach. The provider took prompt action to refresh staff knowledge in relation to PPE best practice following our inspection feedback.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

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 have specific concerns about.

The purpose of this inspection was to check specific concerns we had received about people's nutritional needs. We will assess all of the key question at the next comprehensive inspection of the service.

Supporting people to eat and drink enough to maintain a balanced diet

- People were appropriately supported with their nutrition and hydration needs.
- Information about people's nutritional needs was available in their care plan.
- People's weight was regularly monitored for any changes. Where any concerns about weight were identified, these were discussed with the GP and referrals were made to dieticians for specialist advice if required. This advice was acted on.
- The mealtime experience was calm and organised. There were sufficient staff to assist people.
- Friends and relatives told us, "[Name] loves the food there" and, "[My relative] is well-fed and gets plenty of fluids."

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

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 have specific concerns about.

The purpose of this inspection was to check specific concerns received about personal care and the arrangements for visitors. We will assess all of the key question at the next comprehensive inspection of the service.

Ensuring people are well treated and supported; respecting equality and diversity

- Staff were kind and caring in their approach. One person told us the staff were "Nice" and relative's comments included, "The staff are lovely" and, "They (staff) are excellent, very good. They couldn't be more caring."
- People's personal care needs were met. Care plans contained information about any support required in relation to bathing, continence care and personal hygiene.
- People appeared clean and well-presented.

Respecting and promoting people's privacy, dignity and independence

- People's privacy and dignity was respected. People had a choice of where they wished to sit and could have quiet time in their rooms whenever they wanted this.
- Relatives confirmed that prior to the pandemic they could visit whenever they wanted. Due to the national guidance in relation to visiting care homes during the pandemic, the provider had been required to restrict how visits were conducted.
- The provider had followed national and local guidance to promote people's safety. This included introducing 'window visits', whereby relatives could sit outside their loved one's window or patio door at a social distance to talk together. People were also supported to keep in contact with their relatives via telephone or video calls where they wished.
- The provider was exploring ways to expand the range of visiting options available over the winter months, if this could be achieved safely and in line with guidance.
- We were aware of concerns from one family regarding visiting arrangements. Relatives we spoke with during the inspection were satisfied with the visiting arrangements and understood why the restrictions were in place. One told us, "I have been able to (window) visit throughout. Staff have gone above and beyond to organise visits and keep us informed." Another told us they were able to ring up anytime to make an appointment and usually visited fortnightly. They confirmed appropriate safety measures were followed during visits.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

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 have specific concerns about.

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

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Staff confirmed they felt supported and were kept updated about any changes or information they needed.
- Relatives we spoke with were all very satisfied with the communication from staff and with the care their loved one received. They told us they were always informed about any concerns or issues. They were also involved in decisions about their relative's care.
- We discussed ways to further develop engagement with relatives. The nominated individual advised they would be sending out their annual feedback survey soon and would seek feedback and ideas as part of this, to develop their approach.