

Bhandal Care Group (1ST Care UK) Ltd

Heatherlea House

Residential Care Home

Inspection report

109 Tor O Moor Road
Woodhall Spa
Lincolnshire
LN10 6SD

Tel: 01526353394

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15 July 2021

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09 August 2021

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

Heatherlea House Residential Care Home provides accommodation and care for up to 17 older people in one adapted building. On the day of our inspection 15 people were living at the service

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

This was a targeted inspection that considered how the service managed the risks associated with people's level of mobility and the potential for falls to occur.

Risks were identified, assessed and regularly reviewed to minimise the risk of people experiencing falls. However, risk management plans did not always reflect essential details of the support people received. In addition, analysis of any falls trends was not always clearly recorded.

People were supported to move around in a safe way, whilst maintaining as much independence as possible. People told us they were happy and felt safe with the support they received.

Staff were trained to support people with their mobility. Appropriate equipment was in place to enable staff to assist people to mobilise in a safe way.

Lessons were learned when falls had occurred and actions were taken to minimise the risk of reoccurrence.

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 9 August 2018).

Why we inspected

The inspection was prompted in part by notification of a specific incident where a person using the service died. This inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated concerns about the management of falls. This inspection examined those risks.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

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 COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Heatherlea House Residential Care Home 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?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Heatherlea House Residential Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about how the service managed the risk of people falling.

As part of this inspection we also 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 carried out by two inspectors.

Service and service type

Heatherlea House Residential Care 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, and both were looked at during this inspection.

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

This inspection was unannounced.

What we did before the inspection

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. 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 used all of this information to plan our inspection.

During the inspection

We spoke with five people who lived at Heatherlea House Residential Care Home about their experience of the support they received to move around safely. We spoke with two members of care staff, a housekeeper and the deputy manager.

We reviewed a range of records. This included four people's care records and a variety of records relating to the management of falls risks and infection prevention and control.

After the inspection

We continued to seek clarification from the provider to validate evidence found. For example, we looked at staff training data and policies and procedures.

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. This meant people were safe and protected from avoidable harm. 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.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Care plans and risk assessments were reviewed regularly and updated whenever people's needs changed. However, they did not always accurately reflect the support people told us about and we saw. For example, where people had been provided with non-slip socks when they chose not to wear shoes or slippers when walking.
- Risk assessments did not clearly identify where, for example, certain medicines could affect people's mobility, especially at nighttime. However, staff demonstrated their awareness of the risks and the steps in place to mitigate the risks. For example, through regular observation periods and the use of sensor mats.
- Staff told us and we saw people had access to the equipment they needed to support them to move around in a safe way. For example, hoists, walking frames and wheelchairs were in use as described in care plans and risk assessments. We saw staff supporting people to maintain as much independence as possible when moving around and this was reflected in care plans and risk assessments.
- Staff told us, and records showed they had received training about how to support people with their mobility and how to use equipment in a safe way.
- We saw people wore well-fitting footwear or alternatives such as non-slip socks when walking around. Staff were available in communal areas to provide support and reassurance with mobility whenever people needed it. One person described staff support as, "Very good," and said staff were available when they need help to walk around.
- Staff clearly described the actions they would take if anyone had a fall. They also described how they recorded increased observations of a person's condition for a period of time after a fall if they did not require hospital treatment. This meant they could identify any delayed impact for the person in a timely manner.
- One member of staff told us how lessons were learned from any falls that occurred. They said, "Communication is good. If someone falls we talk about it to see how we can prevent it [from happening again]."
- The registered manager carried out regular audits of any falls that had occurred. Although lessons were learned from individual incidents, records did not always clearly show how any potential trends across the service had been analysed.

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 using PPE effectively and safely.

- 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 the provider was facilitating visits for people living in the home in accordance with the current guidance.

We have also signposted the provider to resources to develop their approach.