

Country Court Care Homes Limited

Abbey Grange Nursing Home

Inspection report

Cammell Road
Firth Park
Sheffield
South Yorkshire
S5 6UU

Tel: 01142560046
Website: www.countrycourtcare.com

Date of inspection visit:
20 July 2022

Date of publication:
04 August 2022

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

Summary of findings

Overall summary

About the service

Abbey Grange Nursing Home is a care home that provides accommodation and nursing or personal care for adults, some of whom are living with dementia. The home can accommodate up to 74 people in one adapted building over four floors. At the time of our inspection there were 71 people living in the home.

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

People received safe care. Plans were put in place to reduce risk relating to people's health and safety, and staff understood how to protect people from the risk of harm. There were enough staff available to keep people safe and incidents and accidents were well-managed. People were supported to maintain a balanced diet, with their choice and dietary preferences central to this.

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 29 September 2018).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the management of incidents, staffing and the eating and drinking support people received. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check 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, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service effective?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Abbey Grange Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the management of incidents, staffing and eating and drinking support people received

Inspection team

The inspection was completed by two inspectors and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service. They completed telephone interviews remotely.

Service and service type

Abbey Grange Nursing Home is a 'care home.' People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the provider registered. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with one person who used the service and 13 relatives about their experience of the care provided. We spoke with six members of staff including the registered manager, senior care assistant, care assistant, activities coordinator, domestic staff and kitchen staff. We spoke to the service's regular GP and a visiting social worker.

We reviewed a range of records, this included six people's care records and incident records.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about staffing and the management of incidents. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

- There were enough staff deployed to keep people safe.
- We had received concerns that there was a lack of staff deployed to effectively manage risk. During the inspection we observed sufficient numbers of staff available to keep people safe. The registered manager had a system in place to calculate staffing levels according to people's assessed level of needs. We saw the service was operating above the provider's assessed minimum staffing level.
- Relatives spoken with confirmed they had no concerns about staffing. Comments included, "There seems to be enough staff, I always see them in the corridors and rooms" and "In my view, yes there are enough staff."
- We did not look at staff recruitment on this targeted inspection. However, on previous inspections no concerns had been identified in this area.

Learning lessons when things go wrong

- All incidents, accidents and concerns were recorded and reviewed by the management team, to ensure actions were taken to reduce the risk of a reoccurrence.
- We had received concerns people were exposed to unnecessary risk as incidents were not always well-managed. During the inspection we looked at recent incidents in the home. We saw staff consistently completed a detailed record of all incidents in the home and action was taken to mitigate risk.
- Where risks had been identified these had been assessed and planned for. Individual risk assessments for issues such as falls, and mobility were documented within people's care records. Risk assessments were clear and personalised.
- During the inspection we spoke to the lead GP who visited the home twice weekly. They had no concerns about the care and treatment provided by Abbey Grange Nursing Home, and confirmed where appropriate, staff notified them of incidents in the home.

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 our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the effective key question at this inspection.

The purpose of this inspection was to check a concern we had about eating and drinking support. We will assess the whole key question at the next comprehensive inspection of the service.

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

- People were supported to maintain good nutritional intake, through a varied and balanced diet.
- We had received concerns people did not receive adequate nutrition. During the inspection we observed people were provided regular and nutritious meals. People were offered choice, and if people had specific dietary requirements, there were systems in place to ensure these were adhered to. In-between main meals we saw drinks and snack stations were available to people.
- Our observations and feedback from the cook confirmed there was a plentiful supply of food available. The cook said if the snacks or drinks stations ever run out, these can be replenished.
- Relatives gave mostly positive feedback about the meal support provided. Comments included, "The food is amazing" and "[Relative] has a very good appetite and enjoys the food."