

Ashmoor Health Care Limited

# Moorside Hall

## Inspection report

Wyresdale Road  
Lancaster  
Lancashire  
LA1 3DY

Tel: 0152469901

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17 September 2021

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## 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

Moorside Hall is a residential care home providing personal care and support to 15 people aged over 65, at the time of the inspection. The service can support up to 22 people. The service can also provide support to people who are living with dementia.

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

There were sufficient numbers of staff to meet people's needs. People looked settled and we observed good interactions between staff and people living in the home.

Some pre-employment processes had not been completed. Although these had not put people at risk, the provider completed them prior to this report being published. Where appropriate, the provider implemented disciplinary processes to ensure staff were always suitable to work with vulnerable people.

We noted there had been recent changes to the management structure and a deputy manager/clinical lead was to be appointed.

Staff, management and the provider's directors were known to people. They interacted well with people and people told us they were happy with the level of staffing.

All areas of the home that we looked at, were clean, well maintained and odour free. Safe processes were in place to support effective infection prevention and control. We also observed management and staff using personal protective equipment (PPE) safely.

The provider was accessing regular COVID-19 testing and all staff and people living in the home had been vaccinated. Safe visiting processes were due to commence in accordance with the current guidance.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was 'good' (published 17 April 2018).

### Why we inspected

This targeted inspection was prompted, in part, due to specific concerns received about the availability and level of staff and unsuitable infection control processes. A decision was made for us to inspect and examine those risks. The overall rating for the service has not changed following this targeted inspection and remains 'Good'.

The Care Quality Commission (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.

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. We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the 'Safe' section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Moorside Hall on our website at [www.cqc.org.uk](http://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 reinspection 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**

# Moorside Hall

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on specific concerns we had about staffing levels and processes and whether infection prevention and control (IPC) measures were suitably robust.

We also looked at the IPC measures so we could 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 one inspector.

#### Service and service type

Moorside Hall 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 CQC. 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 reviewed information from statutory notifications sent to us by the service about incidents and events that had occurred at the home. A notification is information about important events, which the service is required to send us by law.

The provider was 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 used all this information to plan our inspection.

#### During the inspection

We observed how staff provided support for people to help us better understand their experiences of the care they received. During the inspection visit, we spoke with two people living in the home, two members of staff on the care team, the administrative lead and two directors of the service. The day after the inspection we spoke with the registered manager by telephone.

We looked at most areas of the home and observed staff interaction. We looked at records relating to the management of the home including, recruitment and disciplinary records, staffing rotas, audits and cleaning schedules.

#### After the inspection

We continued to seek clarification from the provider to confirm evidence found and considered reports the service had sent to external agencies.

# 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.

### Staffing and recruitment

Prior to the inspection, we received concerns about the availability and level of staffing in the home.

- The registered manager ensured there were sufficient staff to meet people's needs. Staffing rotas reflected this position.
- Any shortfalls in staffing, due to leave or sickness, were covered by existing staff. The home also had a 'bank' service and this assisted in supporting the permanent staff team.
- We observed staff spending time with people and good interactions between staff and people living in the home. We spoke with people and they told us they were happy and staff were always available to support them.
- The provider had a recruitment policy. We noticed some shortfalls in the way staff had been recruited and that some pre-employment checks were missing. These matters were resolved before this report was published. Essential areas such as criminal record checking had taken place and no one was harmed as a result of these omissions.
- The provider had a robust staff disciplinary process. This had recently been implemented in a case in the home. We considered the findings and noted it had been correctly applied and the relevant external bodies were to be notified about the outcome. No one was harmed as a result of the issue that gave rise to this process.
- There had been recent changes to the management team and a deputy manager who would also act as clinical lead was in the process of being employed.

### Preventing and controlling infection

Prior to the inspection, we received concerns about unsuitable infection prevention and control processes (IPC).

- All areas of the home that we looked at, were clean, well maintained and odour free. There were infection control policies and procedures for staff to refer to.
- Staff received IPC training and we observed management and staff using personal protective equipment effectively and safely.
- A designated domestic staff member was available and cleaning schedules were in place.
- The provider was promoting safety through the hygiene practices of the premises and was accessing regular testing for people using the service, visitors and staff.
- We were told all people living in the home and all of staff and management team had been vaccinated against COVID-19.
- After a period of time where people had to isolate in the home because of COVID-19, the provider had started to facilitate visits for people living in the home. This was in accordance with the current guidance.

