

Broughton Lodge Care Home Limited

# Broughton Lodge

## Inspection report

88 Berrow Road  
Burnham On Sea  
Somerset  
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14 July 2020

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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

Broughton Lodge Care Home is a residential care home providing personal care to 12 people aged 65 and over at the time of the inspection. The service can support up to 18 people.

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

During this inspection people appeared relaxed and had a good rapport with staff. Staff demonstrated a good awareness of the safeguarding processes and felt at ease raising concerns with the registered manager or provider.

At the time of the inspection there were sufficient staff to keep people safe.

The administration, storage and disposal of medicines was managed safely.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. When people had needed to isolate in their rooms due to the Covid 19 pandemic; best interest discussions had been carried out with people and their families to keep them well informed of the reasons why. One relative told us, "They have been great with communication, I know they would always ring me."

There was a sufficient supply of personal protective equipment for staff to use, and measures had been put in place to safeguard people from the risk of infection.

We have made a recommendation about the development of challenging behaviour care plans. 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 5 February 2019).

### Why we inspected

We undertook this targeted inspection to check on specific concerns we had received about the safe care and treatment of people living in the home. 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.

We found no evidence during this inspection that people were at risk of harm relating to the concerns raised.

Please see the safe section of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Broughton Lodge Care Home 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 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?**

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**

# Broughton Lodge

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about the safe care and treatment of people living in the home.

#### Inspection team

This inspection was carried out by two inspectors.

#### Service and service type

Broughton Lodge 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 took place on 14 July 2020 and was unannounced.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with one person who used the service and one relative about their experience of the care provided. We spoke with two members of staff as well as the provider and the registered manager.

We reviewed a range of records. This included six people's care plans including records related to end of life

care. We reviewed multiple medication records, safeguarding records, staffing rotas and accidents and incidents.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at the records for people's weight management. We spoke with two more staff members.

# 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 look at specific concerns raised about the safe care and treatment of people living in the home. 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

- Staff spoken with confirmed they had received safeguarding training and felt they could talk with the registered manager and provider if they had concerns. People appeared relaxed in the home and had a good rapport with staff. One staff member said, "I have every confidence in [registered managers name] she seems very approachable and is always there to talk to." Another staff member said they had raised concerns with the manager and, "They were taken seriously and looked into."
- A relative told us, "I've have had many conversations with [the person's name], she seems very happy with the care."

Assessing risk, safety monitoring and management

- Concerns had been raised about the management of isolating people in their bedrooms during the Covid 19 pandemic.
- All care plans reviewed had very clear risk assessments with guidelines for staff to follow. When a risk had been identified during the relating to people with Covid 19 symptoms isolating in their rooms a full risk assessment had been carried out. A best Interest decision was then made in consultation with people and their families.
- One staff member said, "I found the isolation time very difficult people did not always remember to stay in their rooms and I worried about the stairs, but it worked, and we have moved on." A relative told us, "I have to say that I was really pleased with how they handled the situation." [Lockdown].
- There was no evidence to support the concerns raised.
- Concerns had been raised about people's weight loss and the size of meals provided.
- There were clear assessments of nutritional risk and measures in place to enable people to eat a diet that suited them. Meal sizes were varied to meet the individual needs of each person.
- People's weights were being monitored and GPs informed if supplement foods were required.
- There was no evidence to support this concern.
- During the inspection it was evident that staff struggled to manage the challenging behaviours one person was developing.

We recommend the provider review the published guidance on developing care plans for behaviours that might challenge, to support one person whose needs were rapidly changing.

### Staffing and recruitment

- At the time of the inspection there were sufficient staff to meet the needs of the people in the home. One staff member said, "I did wonder how we were going to manage, but there are always two of us [care workers] and a senior or the manager." Staffing rotas reviewed at the inspection confirmed this.

### Using medicines safely

- Concerns had been raised about the safe use and storage of medicines.
- We looked at the medicine records for people in the home. All records were clear and changes in medication had been discussed with GPs.
- There were clear protocols for the use of 'as required' medicines.
- At the time of the inspection the management, storage and disposal of medicines was safe.
- There was no evidence to support the concerns raised.

### Preventing and controlling infection

- Concerns had been raised about the correct use of personal protective equipment (PPE) and the cleanliness of the home.
- During the inspection we observed staff using PPE correctly. The registered manager showed us the stock they had and confirmed they had managed to maintain a good stock of PPE. One staff member said, "She [registered manager] has been really brilliant in that area [PPE], always plenty available."
- There were hand sanitiser stations outside each person's bedroom door. Adequate stocks of PPE were stored in buckets within reach of people's bedrooms. This system appeared to work well with the environment and immediate availability for staff.
- One incident with buckets outside a specific room had led the registered manager to review the positioning of the buckets and the incident had not happened again.
- The registered manager told us they had purchased a new carpet cleaner and cleaners were systematically working through the home.
- Before the Covid 19 pandemic work had started on refurbishing the home. With plans to replace the worn carpet. This had been temporarily halted. A new wet room had been completed. Plans were in place for the refurbishment to continue when restrictions allowed.

### Learning lessons when things go wrong

- The registered manager reviewed accident and incident records and lessons learnt were shared with staff, either individually or through staff meetings.