

Methodist Homes

Brockworth House Care Centre

Inspection report

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Website: www.mha.org.uk/care-homes/dementia-nursing-care/brockworth-house

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29 April 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

Brockworth House Care Centre is a care home with nursing for up to 55 older people and people living with dementia. At the time of this inspection there were 48 people living at the service.

Brockworth House Care Centre has a range of communal areas for people to use, including lounges, a secure garden and a dining room. People's bedrooms were spread over two floors and people were able to freely move around the home. The home had a dedicated visiting room which had been set up in accordance with COVID-19 visiting guidance.

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

People's mobility support needs and risk of falling were assessed and guidance was available for nursing and care staff on how to manage any related risks. These assessments provided staff with clear guidance on the support and equipment needed to assist people with their mobility.

Nursing and care staff understood people's needs, how to assist them and how to protect them from avoidable harm. Staff knew which people were taking anticoagulant (blood thinning) medicines and the additional actions they needed to take if a person taking these medicines fell.

The management team and provider had systems in place to assess and monitor people's health and wellbeing. The registered manager reviewed all incident and accident records to ensure appropriate action has been taken to identify trends and reduce the risk of repeat incidents.

People had regular access to medical review and emergency services support as required.

The service had infection control processes and systems in place to reduce the risk of people contracting COVID-19. The service was supporting relative visiting in accordance with government guidance.

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.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at the last inspection

The last rating for this service was Good (published 10 August 2018).

Why we inspected

We undertook this targeted inspection following a review of our internal intelligence in relation to people's mobility and risk of falling. A decision was made for us to inspect and examine those risks.

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.

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.

Further information is in the detailed findings below.

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 were assured people's mobility needs and risks were being assessed. Staff were ensuring people had the support and care they required to be safe and protect them from avoidable harm.

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Brockworth House Care Centre

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

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

This inspection was carried out by two inspectors.

Service and service type

Brockworth House Care Centre 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 29 April 2021 and was unannounced.

What we did before the inspection

We reviewed all the information we had received about this service since the last inspection. This included information of concern, information from the provider and feedback from commissioners of the service and healthcare professionals. We used all of this information to plan our 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.

During the inspection

We spoke with the registered manager, three nurses, the head of housekeeping, a housekeeper, the maintenance person and four care staff. We also spoke with two people's relatives and a healthcare professional. We reviewed the care plans and risk assessments of two people. We reviewed records relating to infection control, falls monitoring and analysis and how the service supported people.

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 made a rating of this key question, as we only looked at the part of the key question in relation to moving and handling, falls prevention and management and infection control.

The purpose of this inspection was to explore how the service managed people's risks associated with their mobility and risk of falls. Where people were at risk of falls, we checked how the service ensured people were protected from the risk of avoidable harm. We will assess all of the key questions at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People's individual risks regarding their mobility and risk of falls had been identified and assessed when they were admitted to Brockworth House Care Centre. Clear care plans and risk assessments were in place which provided staff with the information they needed to protect people from avoidable harm. This included any health conditions, history of falls and people's prescribed medicines.
- Where people were at risk of falls, care and nursing staff had clear information about the equipment they required. Where risks had been identified, the service had considered control measures such as ensuring people were cared for in the right environment and had the appropriate equipment. Some people had sensors in place which alerted staff when they were moving independently. This meant staff were able to support people to meet their needs whilst reducing the risks of falls.
- Staff were aware of the actions they needed to take if a person fell. Staff knew the additional actions to take if a person was on anticoagulants (blood thinning) medicines. Clear post fall protocols were in place for staff to follow to ensure the person's wellbeing was maintained.
- The registered manager ensured there were appropriate staff with the relevant skill mix to meet people's needs. Staff (including agency staff) told us they had all the information they needed to meet people's needs and all the support and skills they required. Staff received a detailed handover on how people were, their needs and key things to be aware of each shift.

Learning lessons when things go wrong

- The registered manager carried out incident and accident audits on a monthly basis to identify if there were any concerns or trends. Where actions or changes were required to the service or to people's care, these were clearly documented and carried through. For example, the registered manager reviewed where staff were working at certain times of the day, following an increase in falls. This meant that staff were able to observe and assist people in a more efficient way.
- The registered manager and nurses worked with healthcare professionals to review people's needs and identify the triggers for any incidents or accidents. This included reviewing where people spent their time in the home and also reviewing their prescribed medicines. For one person a decision had been made to review their medicine to reduce their risk of falling whilst maintaining their wellbeing. One healthcare professional told us Brockworth House was a "very responsive care home."

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 that the provider's infection prevention and control policy was up to date.