

Age Concern Liverpool & Sefton

The Hamlets

Inspection report

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05 May 2021
07 May 2021

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

The Hamlets is a care home based in the grounds of a separate organisation called Mersey Parks. It provides nursing care and accommodation to older people living with a functional mental illness. It is registered to support up to 30 people and at the time of the inspection there were 27 people living at the service.

People's experience of using this service

People we spoke with told us they felt safe in the home and families were very complementary and reassured by the management of the service.

Arrangements were in place for checking the environment to ensure it was safe in relation to infection control and the threat of Covid-19. We found the policies and procedures in place followed current national guidance.

The home was clean and tidy, there was a plan to redecorate and refurbish the service as some areas were in need of updates.

The home was staffed appropriately. The provider acknowledged the high use of agency staff necessary for the current one to one care packages but recruitment plans were progressing to employ further staff.

People were settled within the service and any risks in relation to their mental health needs had been carefully assessed. We observed really positive examples of care and respect from staff towards the people they supported.

The interim manager was described as supportive and approachable. They demonstrated a good understanding of their roles and responsibilities to safely manage and improve the service. They worked in partnership with other agencies to ensure people received care and support that was consistent with their assessed needs.

Rating at last inspection:

The last rating for this service was Good (published 9th July 2019.)

Why we inspected:

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. A decision was made for us to inspect and examine those risks.

The Care Quality Commission 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.

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

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated
See detailed information below

Inspected but not rated

Is the service well-led?

Inspected but not rated
See detailed information below

Inspected but not rated

The Hamlets

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider was meeting requirements in specific areas of concern; infection control with reference to Covid-19 and the management of risk.

Inspection team

The inspection was undertaken by one adult social care inspector.

Service and service type

The Hamlets is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and specific aspects of these were looked at during this inspection.

The service did not have a manager registered with the Care Quality Commission. This means that the provider is legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This was an unannounced inspection. The inspection took place on 5 and 7 May 2021 with a site visit and we continued to make follow up calls to check and get more evidence.

What we did

Our planning considered information the provider sent us since the last inspection. This included information about incidents the provider must notify us about, such as abuse or other concerns as well as information about how the provider was managing Covid19.

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 obtained information from the local authority commissioners about the service.

During the inspection, we spoke with three people using the service to ask about their experience of care. We also spoke with the manager, five staff including support staff and domestic staff, the provider and five relatives.

Over the course of the inspection we reviewed specific aspects of three people's care records and a selection of other records including policies, audits, records for managing infection control and management of risk, staffing and training records for staff.

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 check specific concerns we had about infection control and the management of Covid-19, staffing, and how people were being supported with managing risks and equipment.

We will assess all the key question at the next comprehensive inspection of the service.

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 accessing testing for people using the service and staff.
- 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 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.

Staffing

- Enough numbers of suitably qualified and trained staff were deployed to meet people's needs. High use of agency was being safely managed with recruitment ongoing to employ new staff. The manager advised they will review the one to one support packages of care to help develop person centred care with social support.
- All the people and relatives we spoke with said they were satisfied overall with the support they received. Comments included, "The staff are really friendly and the manager always rings me, she has been really accommodating. there's always staff around and [our relative] always says how nice the night staff are, she feels she could tell them if she wasn't happy."

Assessing risk, safety monitoring and management

- Risk assessments were safely managed to identify areas of risk and reduce accidents.
- Care files had clear examples of supporting people with any weight loss and falls. The manager and provider regularly reviewed risks to help identify any further actions needed to reduce risks to people.
- People said they felt safe. Relatives had a lot of praise for the staff and the manager in how they had safely supported their family members throughout the pandemic. One relative shared their thoughts on their

family members recent admission, saying, "Got to say the communication has been very good the transition has been faultless, they removed the glass from their picture frames for safety reasons, then put the pictures up for [our relative] to enjoy."

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

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 check specific concerns we had about the monitoring and provision of auditing and quality of care standards.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong.

- There was an interim manager who was very experienced and effective. The provider was in the process of recruiting a permanent manager and deputy to the service.
- The feedback we received from people and staff evidenced a settled and consistent approach by the interim manager. Comments included, 'From the start the manager keeps in touch and checked all the little things about [our relative]' and "I think the manager has a lot of patience and manages it well, she's always bubbly she's always around and available."
- Systems and processes in place to monitor the quality and safety of the service were effective in monitoring the service. We made observations regarding the environment. This had been identified for improvement and there was a plan to upgrade the service.
- The service had sent statutory notifications informing us of changes and events in the home as required.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Regular reviews took place of people's care and records. The interim manager advised actions they had taken to try and improve contact from the primary care teams.
- The complex nature of people's diverse care needs were reflected in the care records we saw which contained good detail and were person centred.
- Staff were very complementary of the interim manager, one staff member told us, "I am very impressed with the manager, she puts the residents needs first, she works really hard."

Continuous learning and improving care

- Quality assurance measures identified areas for improvement; for example, the ongoing development the service, recruitment of staff and developing social support for people.
- The recent concerns shared with the provider had been positive in establishing internal review. The provider was supportive of the changes made by the interim manager who was progressing a more positive culture amongst the team.
- The interim manager and provider were responsive to the feedback we delivered during the inspection and were positive in being able to develop the service.

