

Belong Limited

Belong Newcastle-under-Lyme

Inspection report

65 Lower Street
Newcastle-under-Lyme
ST5 2RS

Tel: 01782986300

Date of inspection visit:
25 May 2022

Date of publication:
15 June 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Belong Newcastle-under-Lyme is a purpose-built care village. There are six separate households, each able to accommodate 12 people who require differing levels of care and support. At the time of the inspection there were 71 people living at the service who were receiving personal and nursing care across six households. The service can support up to 74 people.

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

Lessons had been learned from the concerns raised about medicine management. Improvements had been made to the systems in place to ensure future risks were mitigated. Admission processes had been improved, which ensured people's medicines and health observations were managed safely.

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

Rating at last inspection and update

The last rating for this service was Good (published 26 June 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about medicines management and health observations on admission to the service. Targeted inspections 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. During this inspection we reviewed the part of the key questions of Safe.

We found no evidence during this inspection that people were at risk of harm from this concern. The overall rating for the service has not changed and remains good. Please see the Safe section of this full report.

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

Belong Newcastle-under-Lyme

Detailed findings

Background to this inspection

The 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.

This was a targeted inspection to check whether the provider had acted on a concern we had about medicines management and health observations on admission to the service.

Inspection team

The inspection was carried out by an inspection manager.

Service and service type

Belong Newcastle-under-Lyme 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. Belong Newcastle-under-Lyme is a care home with nursing care. 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 were two registered managers 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 last 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 three people about their experiences. We spoke with six staff, which included two care staff, the lead nurse, practice development manager and two registered managers. We reviewed medicine and admission records for three people. We looked at a variety of records in relation to medicines management and monitoring systems.

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 if the provider had made improvements following a concern about diabetes management on admission to the service. We will assess the whole key question at the next comprehensive inspection of the service.

Using medicines safely; Learning lessons when things go wrong

- At this inspection we only looked at risks associated with medicines management on admission to the service including health observations. We also reviewed how lessons were learned. Prior to our inspection concerns were raised about the processes in place to ensure people's medicines and health observations were managed safely when they first started to live at Belong Newcastle-under-Lyme.
- People's medicines were managed safely. People told us they received their medicines as required. One person who had recently moved into the service said, "It has all been really good. The staff looked after me and I had my medication when I needed."
- Improvements had been made to the systems in place to ensure important information about people's medicines was obtained and recorded on admission to the service. An admission checklist had been implemented, which we saw was effective in gaining the required information to administer people's medicines safely and carry out regular health observations. Staff we spoke with understood the new processes in place and told us how they followed them.
- Lessons had been learned to mitigate future risks. The management team had arranged diabetes training for staff to ensure staff understood how to support people safely. Daily meetings had been implemented to review health observations and highlight any concerns with people's individual care needs.
- The registered managers had completed a briefing on the concerns identified and the actions taken to make improvements, which was accessible to all of the provider's locations for learning.