Advinia Care Homes Limited

Arncliffe Court Care Home

Inspection report

147B Arncliffe Road
Halewood
Liverpool
Merseyside
L25 9QF

Tel: 01514866628

Date of inspection visit:
30 October 2019

Date of publication:
29 November 2019

Ratings

Overall rating for this service	Requires Improvement
Is the service safe?	**Requires Improvement**

Summary of findings

Overall summary

About the service
Arncliffe Court Care Home is a care home that provides personal and nursing care for up to 150 older people and people living with dementia in five buildings. Accommodation was on ground level. At the time of this inspection only four buildings were in use and 99 people were living at the service.

People's experience of using this service and what we found
At this targeted inspection we found that systems and processes to protect people from the risk of abuse or neglect were robust. There were safe and effective ordering and delivery systems in place. Risk was assessed appropriately and subject to regular review. Systems for recording incidents and accidents were extensive and effective.

The building and equipment were well-maintained in accordance with regulations. Staff were recruited safely and deployed in sufficient numbers to meet people's needs. Effective measures were in place to manage the risk of infection. Staff were given adequate stocks of cleaning materials and personal protective equipment (PPE) to ensure the risk of infection was minimised.

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

Rating at last inspection
The last rating for this service was requires improvement (published 8 May 2019).

Why we inspected
The inspection was prompted due to concerns received about the provision of care people received. We undertook this targeted inspection to ensure that the service was meeting legal requirements. To do this we examined risks relating to systems and processes, areas of risk management and safety monitoring and provisions that were in place to ensure people were living in a safe and well-maintained environment. This targeted inspection only focused on specific concerns and did not cover all key lines of enquiry, as a result the ratings for this service have not been changed. The ratings for this service will be reviewed as part of our next comprehensive inspection.

We found no evidence during this targeted inspection that people were at risk of additional harm from the concerns we had received since we last inspected.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Arncliffe Court Care Home on our website at 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?

Requires Improvement

The service was not always safe.

Details are in our safe findings below.

Arncliffe Court Care Home

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. CQC are conducting trials of this type of inspection to follow up services where CQC have received information of concern.

Inspection team
The inspection was conducted by two inspectors.

Service and service type
Arncliffe Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 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. A manager had been recruited and had applied to become registered.

Notice of inspection
This inspection was unannounced.

What we did before the 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 also reviewed other sources of information. This included any statutory notifications sent to us by the registered provider about incidents and events that had occurred at the service. A notification is information about important events which the service is required to send to us by law. We took this into account when we planned the

inspection and made the judgements in this report

During the inspection
We spoke with four people who used the service and three relatives about their experience of the care provided. We spoke with eleven members of staff including a representative of the provider, an interim manager, area manager, nurses, care workers, domestic staff and the chef manager.

We reviewed a range of records. This included a variety of records relating to the management of the service.

After the inspection
We continued to seek clarification from the provider to validate evidence found. We looked at staffing data and quality assurance records.

Requires Improvement

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 Requires Improvement. At this inspection this key question remained the same. This is because we focused on specific concerns and did not inspect all of this key question area. We will assess all of the key question at the next comprehensive inspection of the service.

Following the receipt of information of concern, the purpose of this inspection was to check that people were not at additional risk from the concerns that had been raised with us.

Systems and processes to safeguard people from the risk of abuse
• Systems and processes to protect people from the risk of abuse or neglect were robust.
• There were safe and effective ordering and delivery systems in place. We checked food stocks as well as cleaning and laundry products. Staff told us all provisions requested were ordered and delivered in a timely manner.
• Minor issues were identified with recently introduced ordering systems for food. However, this had not impacted on the safety or quality of care.
• People said they felt safe at Arncliffe Court and confirmed their needs had been consistently met. One person said, "Definitely feel safe. I like it here."

Assessing risk, safety monitoring and management
• Risk was assessed appropriately and subject to regular review.
• Environmental risk was well-managed.
• The building and equipment were well-maintained in accordance with regulations.

Staffing and recruitment
• Staff were recruited safely and deployed in sufficient numbers to meet people's needs.
• When permanent staff were not available, staff from other parts of the home or agency staff were deployed. A relative commented, "It seems to have improved. There are a lot more staff now."
• Staff responded effectively when people needed care.

Preventing and controlling infection
• Effective measures were in place to manage the risk of infection.
• The buildings were cleaned regularly and were visibly clean and fresh.
• Staff were given adequate stocks of cleaning materials and personal protective equipment (PPE) to ensure the risk of infection was minimised.

Learning lessons when things go wrong
• Systems for recording incidents and accidents were extensive and effective.
• Managers used an electronic system for capturing and reporting incidents and accidents.
• Information was analysed by senior managers to identify patterns or trends. For example, the reporting of

concerns in relation to ordering food stocks led to an evaluation of the recently implemented system and improved guidance for staff.