

Isys Care Limited

Ashdale Care Home

Inspection report

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15 November 2023

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09 January 2024

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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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Ashdale Care Home is a residential care home providing the regulated activities of personal and nursing care to up to 22 people. The service provides support to people aged 65 and over and adults with physical disabilities. At the time of our inspection there were no people living at the care home.

What we found

There were no people living at Ashdale Care Home. We were therefore not able to ask for people's experiences of care provided.

The provider did not have suitable equipment to support people who were at risk of falling out of bed.

There were environmental risks. The provider had not completed routine water maintenance. This means there is an increased risk from legionella bacteria, which can cause serious ill health. The fire alarm system had a fault, this had not been investigated or resolved. The care home's heating system was not effective, so the home was cold.

The provider could not provide a list of staff names, their training or full recruitment details. This meant we were not assured that there would be suitable staff to care for people safely.

People using the care home could be at risk of choking. Only one staff member had received relevant training on how to support people's swallowing needs, there was a lack of guidance in the kitchen for staff to follow.

There was no clear action plan for the provider to make the required improvements. New policies that had been put in place, were not clear.

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 inadequate (published 13 November 2023)

This service has been in Special Measures since the last inspection report. During this inspection, the provider did not demonstrate that improvements have been made. Therefore, this service remains in Special Measures.

Why we inspected

We undertook a targeted inspection to check whether the concerns seen at the previous inspection had been resolved. 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.

The overall rating for the service has not changed following this targeted inspection and remains rated inadequate

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Ashdale Care Home on our website at www.cqc.org.uk.

Enforcement

The previous inspection identified 3 breaches of regulation. As there were no people living at Ashdale Care Home, we were not able to assess the effectiveness of any action taken since the last inspection. Therefore the 3 breaches of regulation remain in place.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

Special Measures

At the last inspection, the service was rated inadequate and therefore entered 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe and there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

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 Inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question Inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Ashdale 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. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had made improvements since the last inspection.

Inspection team

The inspection was completed by 2 inspectors.

Service and service type

Ashdale Care Home 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. Ashdale Care Home 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 provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was no registered manager in post.

Notice of inspection

We gave 48 hours' notice of the inspection. This is because there were no people living at the care home and we needed to be sure someone was present to support the inspection process.

What we did before the inspection

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

Since the last inspection, the provider has sent us an action plan. This describes what action the provider intends to make and by when. We reviewed this action plan before attending the service.

During the inspection

During the inspection, there were no people living at Ashdale Care Home. We therefore did not speak to residents or relatives about the support they received.

The provider had enlisted the support of an external support group to make the required improvements to the care home. We spoke to 2 staff members from this group. We also spoke to staff from Ashdale Care Home, including: a director, a staff member and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed governance documentation that had been completed since the last inspection. This documentation can demonstrate what action the management team have done to make the required improvements to the service. We were not assured that the management of the care home was effective to make the required improvements.

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 inadequate. 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 the previous inspection.

Assessing risk, safety monitoring and management

- At the last inspection, we found people who were at risk from falls from bed. At this inspection, we were not assured sufficient improvements had been made. The provider's policy stated that if the person was unable to use bedrails, then alternative equipment was available. For example, a padded matt on the floor to prevent injury. We found this alternative equipment was not available should it be needed.
- People living at the care home would be at risk of Legionnaires disease. Since the last inspection, the provider had not completed routine maintenance of the water systems. This means there is an increased risk of waterborne legionella bacteria. Legionella bacteria can result in serious ill health if people then use the care home's water supply.
- At the last inspection, we identified a fault with the fire alarm panel. At this inspection, the provider had not taken action to investigate or resolve this. This meant we were not assured people would be safe in the event of a fire.
- We were not assured staff were adequately trained. At the last inspection, we identified concerns with staff skills, limited action had been taken to provide further training. If people used the care home, they would be supported by staff without the appropriate skills.
- People using the care home could be at risk of choking. Only 1 staff member had received relevant training on how to support people's swallowing needs, there was a lack of guidance in the kitchen for staff to follow.
- The radiators in the care home did not heat the home enough. During the inspection, the provider was unable to resolve this heating issue. We were therefore not assured that people could live in a home that was a safe temperature for good health.
- At the last inspection, staff did not have clear care plan guidance on how to support people. The provider gave inspectors an example of a 'dummy care plan'. However, this example document lacked guidance on what information would be within care plans to ensure staff had clear guidance to follow. So, we were not assured that care plans would be improved for new people using the service.

Staffing and recruitment

- The provider was not able to provide a clear list of employed staff names, their recruitment details or what training they had received. We were therefore not assured that people living at Ashdale Care Home would be supported by suitable staff.

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 our last inspection this key question was rated inadequate. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

The purpose of this inspection was to check if the provider had made improvements following the previous inspection.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care.

- The provider did not have a clear action plan to describe what their ongoing plans were. This is because the action plan did not have expected completion dates, or which staff member would be responsible for taking the planned action. We were therefore not assured that there was a clear strategy on how to improve the service.
- The provider had implemented new policies. However, these policies lacked detail. For example, a policy guided the use of care plans; these care plans would guide staff on how to safely care for people. However, the policy was not clear on who would review these care plans, or how changes in a person's care needs would be communicated to the staff team. At the last inspection we found care plans were not effectively reviewed or communicated with people. This meant we were not assured that improvements would be made.
- Clear governance structures had not been implemented. For example, we were told that people would be weighed weekly. However, there was no clear documentation on how this would be effectively implemented and reviewed. We were therefore not assured that people's weight loss would be effectively overseen.
- There was no registered manager in place. The previous registered manager had left the role in June 2023. It is a legal requirement for Ashdale Care Home to have a registered manager in place, as they are legally accountable for the running of the service.
- Following the inspection, we were advised that the management structure would change. We were sent a new planned organisational structure chart. This did not provide us with sufficient assurances, as there were 3 vacancies in this chart and no clarity on when this managerial change would occur.
- At the last inspection, the principles of the mental capacity act were not followed. At this inspection, documentation had not changed, and a member of the management team advised that similar processes would be followed. This meant we were not assured improvements in the MCA would be effectively implemented.
- At the last inspection, we identified serious risks to people's safety. At this inspection, there were no people living at Ashdale Care Home. However, we were not assured that if people began to use the service; the current management would ensure improved and safe care.