

Burlington Care (ASC) Limited

Castle Grange

Inspection report

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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 effective?

Inspected but not rated

Is the service responsive?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Castle Grange is a residential care home providing personal and nursing care to 49 people aged 65 and over at the time of the inspection. The service is separated into two units, one provides residential care and the other specialises in providing care to people living with dementia. The service can support up to 86 people.

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

People and their relatives were happy and spoke positively about the care received and the management of the service. Procedures were in place to ensure infection control was well managed. Staff received regular training and showed understanding of their responsibilities to maintain infection control and how to manage infectious diseases. There was sufficient staff to meet people's needs and requirements in a timely manner.

Within the context of the Covid-19 infection risk, 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 best practice.

The provider, registered manager and staff promoted a person-centred care approach and placed people's wellbeing at the heart of their work. Quality assurance systems in place, monitored the service effectively and drove improvements when they were needed. Lessons learnt were used as learning opportunities to continuously develop the service.

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

Rating at last inspection

This service was registered with us on 7 August 2019 and this is the first inspection.

Why we inspected

We undertook this targeted inspection to check on specific concerns we had received about staffing levels, staff training, management of risk and the governance of the service.

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.

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 have not applied the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Is the service effective?

We have not applied the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Is the service responsive?

We have not applied the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Is the service well-led?

We have not applied the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Castle Grange

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had about risk management, training of staff, staffing levels and the governance of the service. As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures.

Inspection team

The inspection site visit was carried out by one inspector.

Service and service type

Castle Grange 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

We gave a short period of notice due to the current Covid-19 pandemic.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. 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 used all of this information to plan our inspection.

During the inspection-

We reviewed a range of records in relation to the governance of the service. This included, four staff files and supervision records, two people's care records, including monitoring records. We sampled a variety of

recent audits completed at the service.

After the inspection

We spoke with five people who used the service about their experience of the care provided. We spoke with four staff including the registered manager, the area quality manager, care workers and maintenance person. We spoke with three relatives and one health professional. We continued to seek clarification from the provider to validate evidence found. We reviewed policies and procedures, training records, risk assessments and quality assurance documents.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. This key question has not been rated 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 a specific concern we had about how the service was managing risks for people and staffing levels. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risk management plans were in place to support the service. The environment and equipment were safe and well maintained.
- Individual risk assessments in place supported staff to recognise and minimise risks to people. Care plans contained detailed, personalised information on how the person preferred to be supported.
- People told us they felt safe at the service. Comments included, "I feel safe. They [staff] look after us so well, if I have trouble walking, they help me and get me to where I'm going", "I am absolutely safe here and very happy" and "The staff are marvellous they will do anything for me. Every one of them is so kind and lovely. I am very happy here."

Staffing and recruitment

- There were enough staff to support people and meet their needs. During the inspection we observed staff to respond to people in a timely manner; attending to their personal needs and providing one to one reassurance where this was required.
- Staff were recruited safely; appropriate checks were carried out to protect people.

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 admitting people safely to the service.
- We were assured that the provider was using personal protective equipment 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 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.

We have also signposted the provider to resources to develop their approach.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service. This key question has not been rated as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about staff training and support. We will assess all of the key question at the next comprehensive inspection of the service.

Staff support: induction, training, skills and experience

- People received care from well-trained, competent staff.
- Staff completed a comprehensive induction program and received appropriate training for their role. A member of staff told us "We complete lots of on-line training and we have daily meetings to update us where information changes."
- Staff felt supported and were happy within their work. They received regular supervisions with the registered manager to support their development and wellbeing.

Adapting service, design, decoration to meet people's needs

- People had access to secure indoor and outdoor spaces.
- Dementia-friendly signage aided people's orientation around the units. Following the inspection, the registered manager implemented further signage to support people to remain safe during the current pandemic.
- Peoples rooms were personalised to individuals tastes and preferences.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has not been rated as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about dealing with complaints and end of life care. We will assess all of the key question at the next comprehensive inspection of the service.

Improving care quality in response to complaints or concerns

- All concerns and complaints were responded to appropriately. Minor concerns were addressed quickly to prevent them from escalating into official complaints.
- People and their relatives knew how to raise concerns and were confident these would be addressed appropriately.

End of life care and support

- There was no one receiving end of life care at the service. Care records showed the service had explored people's preferences and choices in relation to end of life care.
- Staff received training in end of life care to ensure people's end of life needs were met.

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.

This is the first inspection for this newly registered service. This key question has not been rated as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about the management of the service. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager was clear about their roles and responsibilities.
- Systems to manage quality within the service were completed on a regular basis. This enabled the service to collate information to show how the service was performing.
- People, relatives and staff spoke positively about the management of the service. Comments included, "We have good support from the management team", "They are always available if I need to speak to them, if they can't answer straight away they always come back to me" and "The management are approachable and I am confident they would listen and act on anything I was concerned about."
- The provider and registered manager worked collectively with all staff to demonstrate a positive culture and promote person-centred care and support for people.
- Opportunities to reflect on practice and lessons learned was fully embedded in the service.