

Edge Hill Limited

# Edge Hill Rest Home

## Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Edge Hill Rest Home is a residential care home providing personal care for up to 36 people. At the time of our inspection there were 31 people living at the home. The home is an adapted building set in its own grounds.

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

The introduction of an electronic medicines system had led to improvements in the management of medicines. Medicines were stored and administered safely, by appropriately trained staff. There were enough staff to meet people's needs. Recruitment checks ensured staff were suitable to work in the care service. Staff were appropriately trained and received supervision and support from the management team. Staff had completed training in safeguarding and knew how to recognise and report abuse or neglect. Staff understood how to manage risks to people's health and well being. The home was clean and well maintained and staff followed good infection control practices.

Leadership and management had improved since our last inspection. The registered manager had good oversight of the service and changes and improvements started following our last inspection were now embedded in the day to day running of the home. People received person-centred care from staff who knew them well. Quality assurance systems to monitor the service were in place and used effectively. There were procedures to ensure any accidents, incidents or complaints were fully investigated and people and relatives involved and informed of the outcome.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The last rating for this service was requires improvement (report published 11 December 2020). We found one breach of regulations. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

### Why we inspected

We carried out a comprehensive inspection of this service on 16 November 2020. A breach of legal requirements was found. The provider completed an action plan to show what they would do and by when to improve.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed from requires improvement to good. This is

based on the findings at this inspection.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Edge Hill Rest Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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?

Good ●

The service was safe.

Details are in our safe findings below.

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

# Edge Hill Rest 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.

As part of this inspection we looked at the infection control and prevention measures in place. This included checking the provider was meeting COVID-19 vaccination requirements. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was carried out by an inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

Edge Hill Rest 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. Edge Hill Rest Home is a care home without nursing care. 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

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection, which included feedback from the local authority. We used the information the provider sent us in the provider information

return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

#### During the inspection

During the inspection we looked at a variety of records, including multiple electronic care records and risk assessments and two staff recruitment files. We also looked at records relating to the management of the service, including quality assurance tools, policies and minutes of staff meetings. We were shown how the electronic medicines system worked. We talked to the registered manager, two senior care assistants and two care assistants. The Expert by Experience spoke with seven relatives/friends of people who lived at the home, on the telephone.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found.

# 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 we rated this key question requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

### Using medicines safely

At our last inspection the provider had failed to ensure medicines were managed safely. We found particular concerns around the documentation used to ensure safe medicines administration. This was a breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we found improvements had been made and the provider was no longer in breach of this regulation.

- Since our last inspection the provider had implemented an electronic medicines management system. This was understood by staff and was effective in ensuring all aspects of medicines management were safe.
- Medicines were stored safely and securely.
- Staff responsible for administering medicines had received the appropriate training.

### Systems and processes to safeguard people from the risk of abuse

- Relatives were happy with the care and support provided at Edge Hill Rest Home. Comments included, "It's the best care he can have as far as I can tell." And, "There is no problem with the staff at all."
- Staff had completed training in safeguarding. Staff we spoke with knew how to recognise signs of abuse or neglect and were aware of the procedure for reporting safeguarding concerns.
- There was a system in place to document and report safeguarding incidents. This included reporting to the local authority safeguarding team and the CQC.

### Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Annual servicing of equipment was up to date.
- Weekly and monthly maintenance and fire safety checks had been completed.
- Risks to people's health and wellbeing were assessed and appropriately managed. People's electronic care records contained risk assessments linked to their support needs. These helped reduce the risk of avoidable harm.
- The provider had processes in place to record, investigate and monitor accident, incidents and complaints.

### Staffing and recruitment

- Safe recruitment practices had been followed.

- All relevant pre-employment checks had been completed, including obtaining references from previous employers and checks with the Disclosure and Barring Service (DBS). Disclosure and Barring Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- There were enough suitably trained staff to support people according to their needs and wishes.
- Relatives/friends told us they felt the home was suitably staffed. One person said, "I get the impression there are enough staff. When I've been in, there are plenty of staff. They are all really helpful, I've never had any concerns."
- Staff had completed a range of on-line and face to face training. New staff had completed an induction, which included a period of shadowing more experienced staff.
- Staff received regular supervision and support from the registered manager.

#### Preventing and controlling infection

- The home was clean and well-maintained.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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 accessing testing for people using the service and staff.
- 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.

#### Visiting in care homes

- The provider was facilitating visits to the home in line with current government guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency. We checked to make sure the service was meeting this requirement.

The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.



# 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 we rated this key question requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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 had been an improvement in the management of the home.
- The registered manager led by example and provided stability for the staff team. Staff told us they felt supported and valued by the management team, with one care assistant commenting, "They [management] are there for the staff."
- The registered manager used a range of audits and checks to monitor the quality of the service. These included medicines, health and safety, infection control and catering audits.
- The provider understood their legal responsibilities, including following the requirements of their registration to submit statutory notifications to the CQC.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- In our conversations with relatives/friends they were very complimentary about the home. We did not receive any negative feedback. Comments included, "Its brilliant, I can't say a bad word about the place. I'm really chuffed with it. The staff are lovely." And, "I'm quite happy with this care home. It's a relief to know she is somewhere where she is being looked after."
- Staff spoke positively about the culture at the home and told us staff morale was high. One care assistant said, "It's a miniature family here." Another said, "All the staff work well together. The home runs smoothly."

Working in partnership with others; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- The service worked closely with other health and social care professionals to ensure people's health needs were met. Comments from relatives/friends included, "They are on it [health concerns] straight away. Anything at all they give me a ring, let me know, even if it's nothing to worry about. They are on the ball."
- Regular staff and resident meetings gave people the opportunity to give feedback, share information and make suggestions for improvements.
- Relatives were happy with the way the service communicated with them and kept them informed. One person told us, "When we went into lockdown, they still chatted to us. They told us they were going into lockdown, when there was going to be a deep clean and when they would be open again. They know what they are doing."
- Relatives had been encouraged to give feedback about the service through a quality survey.

- The registered manager was in the process of developing links with some local businesses to help raise money for activities and events at the home.