

Bupa Care Homes (BNH) Limited

The Manor House Care Home

Inspection report

Moreton Road
Wirral
Merseyside
CH49 4NZ

Tel: 01516770099

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12 July 2017

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We had previously carried out an unannounced comprehensive inspection of this service on 8 and 9 May 2017. Breaches of legal requirements were found relating to the safety of the service, the ways that consent to care was managed and the governance of the service. We undertook this focused inspection in response to concerns about the high level of safeguarding referrals made in relation to the care provided by the home since that inspection. This report only covers our findings in relation to those concerns. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Manor House Care Home on our website at www.cqc.org.uk.

This inspection took place on 12 July 2017 and was unannounced.

The Manor House Care Home is an adapted grade 2 listed building set in its own grounds in a quiet residential area. There were a total of 58 bedrooms, all of which had been refurbished during 2015 and had an en-suite toilet, wash basin, and shower.

The service is registered to provide accommodation and nursing or personal care for up to 59 people and 37 people were living at the home when we visited. The people accommodated were older people who required 24 hour support from staff. The home also provided respite stays for people who usually lived in their own homes. The home is part of the range of services provided by Bupa Care Homes.

The home did not have a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run. The Regional director and temporary manager told us that the company was seeking to recruit a home manager and a new clinical services manager had recently been appointed and was awaiting recruitment checks prior to commencing in post.

We looked at the high number of safeguarding concerns that had occurred since our comprehensive inspection in May 2017. We did have some concerns about the actions that had led to these situations but we could see that the temporary manager was conducting detailed investigations into each incident.

We found that people's safety was not always maintained as we noted that a number of accidents had occurred when people in the home were being supported to move. Not all staff had current moving and handling training and fire safety training was still out of date. The temporary manager told us that they were aware of this and had arranged updated training.

We saw that two fire doors did not close properly during the inspection. We raised this with the temporary manager who agreed to ensure the maintenance team reviewed all fire doors immediately to ensure they would close in the event of a fire.

There were no concerns raised regarding staffing levels within the home.

We saw that the temporary manager had developed and implemented a new system to check the quality of the service and to improve communication within the staff team. Any issues identified by the temporary manager had been dealt with effectively.

Ratings from the last comprehensive inspection were displayed as required.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was not always safe.

There had been a high number of safeguarding incidents within the home since the last inspection. These were being reported and recorded appropriately.

People's safety was not always maintained during moving and handling and not all staff had received relevant training to ensure they could support people safely.

The building was not always well maintained.

There were no concerns regarding staffing levels.

Requires Improvement ●

Is the service well-led?

The service was not always well-led.

There was no registered manager in post.

New systems had been developed to monitor the quality of the service.

Ratings from the last inspection were displayed as required.

Requires Improvement ●

The Manor House Care Home

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook this focused inspection in response to concerns about the high level of safeguarding referrals made in relation to the care provided by the home since the last comprehensive inspection in May 2017. This inspection took place on 12 July 2017 and was unannounced. The inspection team consisted of two inspectors and an inspection manager.

Before the inspection we reviewed the safeguarding concerns that had been raised since our last inspection in May 2017. We used this information to help plan the inspection.

During the inspection we spoke with the regional director, temporary manager, five people living in the home and spoke briefly to two members of the care team.

We reviewed the care records for one person living in the home. We also viewed records relating to staff training, accident and incident management and safeguarding referrals as well as other records relating to the monitoring and governance of the service.

Is the service safe?

Our findings

People we spoke with told us that they felt safe living in the home. One person said, "Nothing has ever arisen that has caused me concern other than all the different staff."

We looked at the high number of safeguarding concerns that had occurred since our comprehensive inspection in May 2017. We found that accidents and incidents were reported and recorded and safeguarding referrals were made appropriately. We also saw that the provider's safeguarding policy was available within the staff office which advised staff how to make a safeguarding referral. We did have some concerns about the actions that had led to these situations but we could see that the temporary manager was conducting detailed investigations into each incident and looking at lessons that could be learnt. They then amended systems and processes to avoid any reoccurrence.

We saw that a lot of the staff did not have current moving and handling training. Their training was out of date. The temporary manager told us that they were aware of this and had arranged updated training at the earliest time available which was August 2017. We noted that a number of accidents had occurred when people in the home were being moved. This suggested that staff were not adhering to safe practice.

We saw that fire safety training for staff was still out of date. The fire alarm was tested during the inspection and we saw that two fire doors did not close properly. We raised this with the temporary manager who assured us that the maintenance team would review all fire doors immediately to ensure they would close in the event of a fire.

This is a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The temporary manager agreed to implement observations of moving and handling practice in the interim period until the training had been delivered.

We reviewed the staffing levels within the home and the temporary manager told us there were usually two nurses and nine carers, as well as ancillary staff, supporting the 37 people living in The Manor House. The company were recruiting a home manager and a clinical services manager had been appointed and was waiting for recruitment checks to be completed prior to commencing in post. People we spoke with did not raise any concerns regarding staffing levels. One person told us, "There is always someone here" and another person said, "I get lots of help when I need it."

As we have not inspected all key lines of enquiry within the safe domain, the rating has not been reviewed following this inspection.

Is the service well-led?

Our findings

We spoke with the temporary manager and we saw that they had made improvements at the home during the month that they had been in post. They told us that they recognised the concerns that we had highlighted at the comprehensive inspection in May 2017 and that the home was in breach of Regulation 17 of the Health and Social Care Act (Regulated Activities) Regulations 2014 as the governance of the home had not been up to standard.

We looked at the detailed home improvement plans and could see that issues had been identified and were being dealt with.

The temporary manager told us that the home had imposed a voluntary embargo on new admissions until they had improved the care being provided at the home. They were also meeting with the local authority on a monthly basis and were having weekly visits from the local authority quality assurance team to help improve standards in the home.

We saw that the manager had introduced a daily walk around at the home and this was documented on a 'Take 10' form. This included looking at actions carried forward from the previous day; actions that day; high risk matters; daily briefings; reviews for people living in the home and meals available. This appeared to be working well and meant that the manager was fully briefed of any issues in the home each day.

Ratings from the last comprehensive inspection were displayed as required. From April 2015 it is a legal requirement for providers to display their CQC rating. The ratings are designed to improve transparency by providing people who use services, and the public, with a clear statement about the quality and safety of care provided. The ratings tell the public whether a service is outstanding, good, requires improvement or inadequate.

As we have not inspected all key lines of enquiry within the well-led domain, the rating has not been reviewed following this inspection.