

Gainford Care Homes Limited

Lindisfarne Newton Aycliffe

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 caring?	Inspected but not rated

Summary of findings

Overall summary

About the service

Lindisfarne Newton Aycliffe provides accommodation with personal and nursing care for up to 56 older people. The home is split into three units across three floors. Residential and nursing care is provided to older people and people living with a dementia. At the time of this inspection 48 people were living at the service.

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

People spoke positively about the care they received and said they were happy at the service.

People were safeguarded from abuse. Staffing levels were monitored, and the provider was recruiting more staff. Effective infection prevention and control measures were in place.

People received effective support with eating and drinking and spoke positively about meals at the service.

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 good (published 16 March 2019).

Why we inspected

We undertook this targeted inspection to check on specific concerns we had received about how people were being cared for and how staff were providing support. The overall rating for the service has not changed following this targeted inspection and remains good.

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.

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 Lindisfarne Newton Aycliffe 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?

At our last inspection we rated this key question good. We have not reviewed 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?

At our last inspection we rated this key question good. We have not reviewed 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 caring?

At our last inspection we rated this key question good. We have not reviewed 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

Lindisfarne Newton Aycliffe

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had received about how people were being cared for and how staff were providing support.

As part of this inspection we looked at the infection control and prevention measures in place. 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

Two inspectors carried out this inspection.

Service and service type

Lindisfarne Newton Aycliffe 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 provider had appointed a new manager in November 2021 and they were not registered with the Care Quality Commission. This means the provider is 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 held about the service, including the notifications we had received from the provider. Notifications are changes, events or incidents the provider is legally obliged to send us within required timescales. 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.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with six people about their experience of the care provided. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us. We reviewed a range of records. This included daily notes and observation charts. We spoke with 11 members of staff, including the manager, nursing, care and kitchen staff.

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 good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

This was a targeted inspection to check on specific concerns we had received that people were not receiving safe support from staff. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People were safeguarded from abuse. Staff said they would report any concerns they had, and the provider investigated when issues were raised.
- People appeared to be happy and comfortable around staff. One person told us, "I'm definitely safe in here."

Staffing and recruitment

- Staffing levels met people's assessed support needs. The service had encountered staffing pressures due to the COVID-19 pandemic. The provider was taking reasonable steps to respond to this, including ongoing recruitment.
- Staff told us they were busy but that people were kept safe. One member of staff said, "Staffing is the biggest challenge, but they do what they can and it has improved."
- Staff were able to respond quickly when people asked for support, and there was a calm atmosphere at the service. One person told us, "They are always there if you need them."
- The provider's recruitment processes minimised the risk of unsuitable staff being employed. These included seeking employment histories and references.

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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

This was a targeted inspection to check on specific concerns we had received that people were not receiving safe support with specialist diets. We will assess all of the key question at the next comprehensive inspection of the service.

Supporting people to eat and drink enough to maintain a balanced diet

- People received effective support with eating and drinking, including with any specialist dietary requirements. These were monitored to ensure people maintained a balanced diet.
- People were given a choice at mealtimes, and could choose additional items to suit their appetites and preferences.
- People spoke positively about the meals at the service. Comments included, "The food is great, all of it" and, "I'm off for my breakfast, it is delicious."

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

This was a targeted inspection to check on specific concerns we had received that people were not well treated. We will assess all of the key question at the next comprehensive inspection of the service.

Ensuring people are well treated and supported; respecting equality and diversity

- People spoke positively about the support they received from staff. Comments included, "It is great here, I'm happy. They [staff] do whatever I ask, with respect as well" and, "They [staff] are all lovely though. They are respectful, respectful and kind."
- People were treated with kindness and respect. Across the inspection we saw lots of examples of kind and caring interactions.
- Staff had professional but close and friendly relationships with people, who they clearly knew well. Staff were able to have meaningful interactions with people and discuss things of importance to them.