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Balmoral Rest Home

Inspection report

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Ratings

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of Balmoral on 06 & 07 April 2016. At which a breach of legal requirements were found. This was because the provider had not consistently maintained people's environmental safety. They had failed to ensure the home's electrical safety certification was up-to-date. Not all window restrictors were effective in preventing potential harm and a step in one person's en suite facility posed a falls risk. The provider had not always fully completed risk assessments to maintain people's safety and welfare.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 30 November 2016 to check they had followed their plan and to confirm they now met legal requirements.

This report only covers our findings in relation to the latest inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Balmoral Rest Home' on our website at www.cqc.org.uk.

Balmoral provides care and support for a maximum of 27 older people who may be living with dementia or a mental health condition. At the time of our inspection, there were 25 people who lived at the home. Balmoral is situated in a residential area of Thornton close to local amenities. All bedrooms offer single room accommodation and there are two lounges and a dining area. There are gardens available so people can choose where to relax.

A registered manager was in place. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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.

During this inspection, we found the provider had attended to the environmental issues we identified. This included the placement of new window restrictors and ensuring the home's electrical safety certificate was renewed. One person who lived at Balmoral told us, "Yes, I'm safe here. It's important for this place to be secure because we are all vulnerable."

The management team and staff had enhanced people's personal risk assessments to protect them from unsafe care. For instance, a document was introduced to give current, new and agency staff quick oversight of each person's needs and any associated risks.

We could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

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 found action had been taken to improve people's safety

The provider had attended to environmental risks to ensure the continued safety of people who lived at the home.

Personal risk assessment processes were enhanced to maintain people's welfare and safeguard them against the hazards of unsafe or inappropriate care.

We could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Balmoral Rest 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 was planned to check 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.

The inspection team consisted of one adult social care inspector.

Prior to our unannounced inspection on 30 November 2016, we reviewed the information we held about Balmoral. This included notifications we had received from the provider. These related to incidents that affect the health, safety and welfare of people who lived at the home.

We spoke with a range of people about Balmoral. They included three people who lived at the home and the registered manager. We did this to gain an overview of what people experienced whilst living at Balmoral.

We also checked three care records and documents in relation to the maintenance of people's safety and welfare. During our inspection, we looked around Balmoral to review the environment and atmosphere.

Is the service safe?

Our findings

At our comprehensive inspection of Balmoral on 06 & 07 April 2016, we found the provider did not have oversight of people's environmental safety. This related to the placement of window restrictors and a step in one person's en suite facility. These posed a falls risk and potential risk of harm or injury. Additionally, the home's electrical safety certification was out-of-date. Furthermore, risk assessments intended to maintain people's safety and welfare were limited and had missing information.

This was a breach of Regulation 12 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe care and treatment.

At our focused inspection on 30 November 2016, we found the provider had followed the action plan they had written and met the requirements of the regulation. The registered manager was improving risk assessment processes and associated recordkeeping. Additionally, they had made people's environment safe for them to live in.

When we looked around Balmoral, we found the provider had obtained and installed window restrictors throughout the building. This included the new extended wing where three additional bedrooms and a further communal area had recently been registered. The registered manager said, "We have employed a new maintenance man who checks the restrictors to see if and when they need replacing." Moreover, the provider had removed the falls risk in one bedroom by levelling the flooring. A person who lived at Balmoral told us they had been ill recently, which resulted in their reduced mobility. They added, "It's a good, safe environment. The manager really takes good care of the health and safety of the home, so I feel safe when I'm on my wonders."

Furthermore, we found the registered manager had ensured the electrical safety certification was attended to and renewed. They also had better oversight of when this was due for renewal. Records we saw evidenced all staff had received health and safety training. Consequently, the registered manager had improved systems to protect staff, people and visitors from the potential harm of an unsafe environment.

We reviewed three care records to check improvements in how staff managed potential risks of unsafe care. A new 'special precautions' document had been introduced. This gave current, new and agency staff a quick oversight of each person's needs and any associated risks. The record covered risks related to, for example, personal care, mobility, vision, medication, nutrition and falls. More in-depth risk assessments were completed that covered these areas, as well as physical and mental health, nutrition and fire safety. The registered manager assessed the level of risk and identified tools to reduce the likelihood of them occurring. We saw these documents were regularly reviewed to ensure the continued safety of people who lived at the home. The registered manager told us their risk assessment processes were, "An 'in-progress' development and we will continue to improve them so that our residents are thoroughly risk assessed."