

Saffronland Homes 3 Limited

Bonhomie House

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Bonhomie House is a care home with nursing registered for up to 78 people. People using the service may have a disability, a mental health condition or they may require care and support for substance misuse.

Bonhomie House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided.

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

People who displayed behaviours that challenged others were supported effectively and plans were in place to mitigate risk.

Suitable recruitment processes were in place to keep people safe.

Appropriate infection prevention and control procedures were in place to reduce the risk of infection and to keep people safe.

The provider and management team carried out audits to monitor the quality of the service and ensure they delivered a high standard of care. The registered manager and staff worked in partnership with other health and social care professionals to achieve positive outcomes.

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

Rating at last inspection

This service was previously inspected on 30 May 2018 and rated requires Improvement.

Why we inspected

We undertook this targeted inspection to check on specific concerns we had about risk management and recruitment. This visit did not find any concerns in the areas inspected.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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 coronavirus and other infection outbreaks effectively.

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 as requires improvement. 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

Bonhomie House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had about risk management and recruitment. As part of CQC's response to the coronavirus pandemic we are also conducting a review of infection prevention and control measures in care homes during our inspections. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

Two Inspectors conducted the inspection with the support of an expert by experience. The expert had personal experience in caring for people who lived with dementia.

Service and service type

Bonhomie House 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

This inspection was announced when we arrived at the car park. We telephoned the registered manager and advised them of the inspection and explained why we were there. This was to ensure we could visit the service safely.

What we did before the inspection

We reviewed information we had received about the service. We also made contact with the local authority to obtain feedback about the quality of care provided.

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.

During the inspection

We spoke with the registered manager, five family members and seven people. We looked at infection control audits, recruitment practices and risk management plans.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We also reviewed a range of records. This included various policies and procedures relating to risk management, recruitment and infection control.

Is the service safe?

Our findings

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

We have not changed the rating of this key question, 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 on specific concerns we had about risk management, recruitment and infection control. We will assess all of the key question at the next comprehensive inspection of the service.

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

- Quality audits, risk management plans and care records demonstrated appropriate guidance was provided for staff to follow when caring for people. Guidance included how to best meet people's mental health needs and how to support people when behaviours became challenging to others.
- People told us they felt safe. Comments from people and relatives included, "In the last 12 months there have been vast improvements with the new manager – long may she reign", "I feel absolutely safe. I can go to bed feeling safe and secure knowing that there are people outside if I need them" and "I am involved with my risk assessments and care plans, it's got information about (X) and how to help me with it. We have reviews and they ask me how I am doing".
 - Staff were knowledgeable about the risks associated with people's needs and were able to describe actions they would take in the event of behaviours that may challenge others. For example, one staff member commented, "Bonhomie has many people with different challenging behaviour and I have supported many of them." Another staff member commented, "We supported (person) with a plan to have two cigarettes an hour, behavioural support plans were put in place, training with managers on how to support people with challenging behaviours" and "Over time and lots of encouragement this resident is more settled now and doesn't present behaviours like this anymore".
 - A member of staff described how they responded to one person who was struggling with their mental well-being. They commented, "I had one situation where a vulnerable adult was complaining of having suicidal thoughts. I made sure the environment was safe. I created time to talk to him to discuss his problems. Care staff were appointed to be with him, and I told him I had booked the GP and the mental health team to speak to him. I talked to the activity co-ordinator and told care staff to engage him in activities which interested him and encouraged him to socialise as we have an activity hall with games".

Staff recruitment

- Records demonstrated permanent staff were subject to an effective recruitment process.
- The registered manager told us they had access to three agencies when obtaining agency staff. They said, "We have a good relationship with (X) and have used them for a long time. We ask for staff profiles so we can see they have a Disclosure and Barring Service check (DBS), that they have references in place and are legally eligible to work in the UK". We saw updated guidance located on the registered managers notice board about changes in criteria when working in the UK.
- A member of staff commented, "When we are going through the recruitment process, you have to fill in an

application form and will be offered an interview, the following processes need to be completed, DBS criminal record check, references, induction when starting at Bonhomie".

Preventing and controlling infection

As part of CQC's response to the coronavirus pandemic we are conducting a review of infection prevention and control measures in care homes during our inspections

- 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.