

Maricare Limited

Beech Haven

Inspection report

Beech Haven Care Home
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Oxfordshire
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Ratings

Is the service safe?

Requires improvement



Overall summary

We inspected Beech Haven on 30 April 2015. Beech Haven provides nursing care for people over the age of 65. Some people at the home were living with dementia. The home offers a service for up to 29 people. At the time of our visit 20 people were using the service. This was an unannounced inspection.

We carried out an unannounced comprehensive inspection of this service on 11 November 2014. Two breaches of legal requirements were found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to staffing and the suitability and safety of the environment.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Beech Haven on our website at www.cqc.org.uk

There was a registered manager at the service. 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 home had a clinical lead who was planning to apply to become the registered manager of Beech Haven and replace the current registered manager who was planning to work as a training lead for the provider.

There were enough staff deployed to meet people's needs. People, their relatives and staff told us the staffing levels within the home had improved and this had had a positive impact on people.

The provider and registered manager had systems in place to ensure the environment was safe and secure. People were protected from the risk of harm as safety systems implemented by the provider were followed.

Summary of findings

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 safe. There was enough staff deployed to meet the needs of people. The provider had taken action following our inspection in November 2014 to ensure people's needs were met.

People could be ensured that they were cared for in a safe and secure environment.

We could not improve the rating for safe from November 2014 because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection.

Requires improvement



Beech Haven

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Beech Haven on 30 April 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our inspection in November 2014 had been made. The team inspected the service against one of the five questions we ask about services: is the service safe. This is because the service was not meeting some legal requirements at our inspection in November 2014.

The inspection was undertaken by one inspector. During our inspection we spoke with three people and one relative. We also spoke with three care workers, one nurse and the clinical lead/manager. Following our inspection we received information from the provider's operations director.

Prior to this inspection we looked at information provided to us by local authority commissioners and local fire safety teams. During the inspection we looked at records relating to the management of the home.

Is the service safe?

Our findings

When we last inspected the service in November 2014 we found there were not always enough staff deployed within the home to meet the needs of people. We also found that the environment people were cared in was not always safe. Care and nursing staff did not always use safety systems which were in place. Following this inspection the provider informed us they were taking immediate action to rectify these concerns. They also provided us with an action plan. At this inspection (April 2015) we found the provider had taken action to meet the essential standards.

People and their relatives told us there was enough staff to meet people's needs. One person said, "There is always staff around. I don't have a problem with that. Another person told us, "Definitely. it's got better and they talk to us, which didn't always happen before." A relative said, "The staffing has definitely improved, it's a positive step."

Care and nursing staff felt there was enough staff deployed to meet the needs of people. Comments included: "It's relaxed here. There is plenty of staff. We're still busy, but we get to spend more time with people", "We have staffing that's good at the moment. Everyone is getting the care they need" and "There are more staff on duty, it's much safer."

We spoke with the clinical lead who is working as the manager of the home, alongside the registered manager. They showed us how they ensured there were enough staff on duty to meet the needs of people. They also told us they

had a new dependency tool (a system to clearly show how many staff needed to be deployed to meet people's needs). On the day of our visit there was one nurse and five care workers meeting the needs of 20 people. We looked at rota's for three weeks which showed this level of staff was consistently deployed.

Following our inspection, an Operations Manager from the provider provided us with information on staffing from December 2014 to April 2015. This clearly showed following our inspection in November 2014 that the amount of staff deployed had increased inline with people's care needs.

People were cared for in a safe environment. The safety locks on doors leading to staircases had been changed since our last inspection. Care and nursing staff had been told these doors needed to remain locked, and notices were available in staff areas showing this. People had access to the home's lift to safely move between floors.

Where concerns had been identified around the home's environment, action was taken. The home's maintenance worker kept a record of all concerns and the action they had taken to ensure these concerns were dealt with. This meant that people could be ensured they were cared for in a safe environment.

Fire checks and fire drills were carried out by staff in the home. There was a clear documented record of the checks conducted and any actions which had been taken to ensure people could be evacuated or kept safe in the event of a fire.