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The Beeches Nursing and Residential Care Home

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

The Beeches Nursing and Residential Care Home is a residential care home providing personal and nursing care to up to 31 people. The service provides support to older people, some of whom are living with dementia. At the time of our inspection there were 20 people using the service.

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

Infection prevention and control practices were followed. The home was clean and tidy throughout. Some staff did not wear face masks correctly, which the registered manager addressed straightaway.

Medicines were managed safely. Potential safeguarding issues were referred to the local authority and investigated. Where required, risk assessments were carried out and measures identified to reduce risks.

There were sufficient staff to meet people's needs and new staff were recruited safely. Incidents and accidents were investigated and analysed to identify areas for improvement.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People, relatives and staff gave positive feedback about management of the home and confirmed the registered manager was approachable. The provider had a structured approach to quality assurance.

Although people, relatives and staff had opportunities to provide feedback, the frequency of formal consultation could be improved. We have made a recommendation about this.

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 6 January 2021).

Why we inspected

We received concerns in relation to responding to people's needs and the quality of care provided. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well-led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Beeches Nursing and Residential Care Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

The Beeches Nursing and Residential Care Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

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

One inspector and an Expert by Experience carried out this inspection. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

The Beeches Nursing and Residential Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. The Beeches Nursing and Residential Care Home is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority who work with the service. We used all this information to plan our inspection.

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection

We spoke with 3 people living at the home and 10 relatives. We also spoke with 4 staff including, the registered manager, a nurse and a senior care worker and care staff. We received additional feedback from a staff member. We also reviewed a range of documents related to safety and quality of the service.

Is the service safe?

Our findings

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

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- The provider operated systems intended to help keep people safe from the risk of abuse. People and relatives told us they felt the home was safe. Staff also confirmed this. One person commented, "I am quite protected here." One relative said, "I feel [family member] is safe and pretty comfortable and that's important. I also believe they will ring me immediately if something happens to [family member]."
- Safeguarding concerns had been referred to the local authority to be investigated. The provider acted on recommendations made resulting from safeguarding investigations.
- Staff knew about the safeguarding and whistle blowing procedures and felt able to raise concerns, if required. One staff member commented, "I've never had to go through whistle blowing but would be confident to do so, if needed."

Assessing risk, safety monitoring and management

- The provider assessed potential risks and identified measures to help keep people safe.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty.

Staffing and recruitment

- There were sufficient staff on duty to meet people's needs. People said staff responded quickly when they needed help. One person told us, "They look after me really well. There are loads of staff, day and night."
- Staff also confirmed staffing levels were suitable for the number of people living in the home. One staff member said, "Staffing levels are quite good at the moment."
- The registered manager monitored staffing levels and adjusted them when people's needs changed.
- New staff were recruited safely.

Using medicines safely

- Medicines were managed safely. Medicines administration records showed people usually received their medicines on time.
- Staff completed relevant training and had their competency assessed before giving people their medicines. Senior staff completed regular checks to ensure staff followed the correct procedures.

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 supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was using PPE effectively and safely. A small number of staff did not wear a facemask correctly. The provider addressed this immediately.
- We were assured that the provider was responding effectively to risks and signs of infection.
- 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.
- The provider followed visiting guidance, there were currently no restrictions on visiting the home.

Learning lessons when things go wrong

- The provider analysed incidents and accidents to identify improvements and learn lessons.
- Individual incidents and accidents were investigated and staff acted to help prevent the situation from happening again.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The provider aimed to plan care around people's needs. People, relatives and staff gave positive feedback about the care provided. One person said, "I really like it here, it has a family feel." One staff member told us, "It is a friendly home which had a nice feel. They are local people, they come from the village."
- People and staff told us the registered manager was approachable. One person commented, "She [registered manager] is lovely. I can talk to her." One staff member said, "I get good support, [registered manager] is fantastic."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The home had a registered manager. They were proactive in submitting the required statutory notifications for significant events to the Commission.
- Staff felt the home had improved. One staff member told us, "Since [registered manager] took over, it is the best the home has been."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People had completed surveys in August 2022. The feedback was positive.
- Improvements were needed to ensure people, staff and residents were fully engaged and able to share their views about the home. There had also been no recent formal consultation with relatives and staff.

We recommend the provider reviews its approach to formally engaging with people, relatives and staff, to ensure feedback about the home is gathered on a regular basis and used to improve the service.

- Staff meetings took place and staff felt able to share their views. One staff member commented, "I would feel confident in raising any issues, if I needed to."

Continuous learning and improving care; Working in partnership with others

- The provider had a structured approach to quality assurance. Senior staff carried out regular checks across a variety of areas, such as medicines administration, health and safety and care planning. The findings were analysed to identify areas for improvement.

- The provider worked with commissioners and other health services to work towards promoting good outcomes for people.