

Akari Care Limited

Edgeley House Care Home

Inspection report

Edgeley Road
Whitchurch
Shropshire
SY13 4NH

Tel: 01948662832

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23 March 2022

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04 April 2022

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

Edgeley House Care Home is a residential service providing support with personal care or nursing needs for older people. The service can accommodate up to 60 people although, at the time of the inspection there were 27 people living there, including people living with dementia.

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

The provider had assessed the risks associated with people's care and support. Staff members were knowledgeable about these risks and knew what to do to minimise the potential for harm to people.

The provider had systems in place to respond to incidents, accidents or other issues of concern raised with them.

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 17 March 2020).

Why we inspected

The inspection was prompted by notification of a specific incident, following which a person using the service sustained a serious injury. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated concerns about the management of safety. We undertook this targeted inspection to examine those risks.

We use targeted inspections to check 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 found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

The overall rating for the service has not changed following this targeted inspection and remains good.

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

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Edgeley House 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.

This was a targeted inspection to check whether the provider was safely assessing and meeting people's needs.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Edgeley House 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. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This service is required to have a registered manager, however, at the time of this inspection no registered manager was in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This meant the provider would be legally responsible for how the service is run and for the quality and safety of the care provided. In the absence of the registered manager, managerial support was being provided by the providers regional manager and regional support managers.

Notice of inspection

This inspection was unannounced.

What we did before inspection

We reviewed information we had received about the service since the last inspection and we reviewed feedback from the local authority. Local authorities together with other agencies may have responsibility for funding people who used the service and monitoring its quality. We used the information the provider sent

us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with two people about their experience of care at Edgeley House Care Home. In addition, we spoke with six staff members including one senior care assistant, two care assistants, two regional support managers and a regional manager. We viewed four people's care and support plans and looked at several records regarding the health and safety management at Edgeley House Care Home.

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 this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check the providers risk assessment, safety monitoring and management. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People told us they felt safe living at Edgeley House Care Home. One person said, "I'm alright really. No problems, everything is OK."
- People were supported to identify and mitigate risks associated with their care and support. The provider assessed risks to people and supported them to continue to lead the lives they wanted whilst keeping the risk of harm to a minimum. These assessed risks included, but were not limited to, skin integrity, mobility, diet and nutrition.
- Staff members were aware of the individual risks to people and knew how to safely support them. One staff member told us they were kept up to date with changes in people's needs each day as part of a handover of information between staff. Another staff member said if they identified a change in people's needs, they informed the senior care assistant and updated care records. Staff went on to say there is a provision within the electronic records for escalating any concerns to the management team for their awareness and action if needed.
- The management team had processes in place for identifying and responding to concerns or changes in people's care and support needs. They received alerts when specific incidents or concerns were identified and acted on them in a timely way. For example, referring people to GP services.
- The provider completed regular checks on the physical environment at Edgeley House Care Home. For example, should someone require support with bed rails these were assessed to ensure they met the persons needs and were safe to use.
- The provider had systems in place for identifying and addressing any unsafe staff behaviour. This included retraining and disciplinary action if required.