

HC-One Limited

# Clarendon Hall Care Home

## Inspection report

19 Church Avenue  
Humberston  
Grimsby  
Lincolnshire  
DN36 4DA

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Tel: 01472210249

Website: [www.hc-one.co.uk/homes/clarendon-hall](http://www.hc-one.co.uk/homes/clarendon-hall)

## 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

Clarendon Hall is a purpose-built residential care home that provides accommodation, nursing and personal care to a maximum of 49 people, including people living with dementia. At the time of inspection 42 people were living at the service.

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

Staff supported and engaged with people positively. Staff knew people well and knew how to report any concerns.

People had support from safely recruited staff. Staff received training in safeguarding and followed clear guidance which helped to protect people from abuse. Care plans included risk assessments for known risks and staff followed support plans to help keep people safe.

People were involved in reviewing their care plans and risk assessments. People told us they felt safe.

Staff had positive links with healthcare professionals which promoted people's wellbeing. Records confirmed the registered manager worked in partnership with stakeholders.

For more details, please see the full report which is on the Care Quality Commission (CQC) website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 27 January 2020).

### Why we inspected

The inspection was prompted in part by notification of an incident following which a person using the service died. This incident is subject to further investigation by CQC as to whether any regulatory action should be taken. As a result, this inspection did not examine the circumstances of the incident. However, the information shared with CQC about the incident indicated potential concerns about the management of risk of people's safety. This inspection examined those risks.

We use targeted inspections to follow up on Warning Notices or 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 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 COVID-19 and other infection outbreaks effectively.

We found no evidence during this inspection that people were at risk of harm from this concern.

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 Clarendon Hall on our website at [www.cqc.org.uk](http://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?**

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**

# Clarendon Hall Care Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about assessing, monitoring and managing associated risks to keep people safe. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

This inspection was undertaken by 1 inspector.

#### Service and service type

Clarendon Hall 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.

Clarendon Hall 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 and professionals who work with the service. 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 8 members of staff including the deputy manager, housekeeper, nursing assistant and care staff. We reviewed a range of records. This included 3 people's care records, risk assessments and environmental checks. We looked at 3 staff files in relation to competencies and training. A variety of records in relation to the management of the service, including policies and procedures were reviewed.

# 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 explore the specific concerns we had about Clarendon Hall. We will assess the whole key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- Staff kept people safe whilst respecting their rights
- Staff understood where people required support to reduce the risk of avoidable harm. Care plans contained explanations of the control measures for staff to follow to keep people safe. One person's risk assessment required some additional information for staff, which the provider did during the inspection.
- The premises were well maintained. Regular checks of the environment were completed to make sure it was safe. For example, checking the fire panel, fire exits, and water temperatures to minimise risks to people. There was an ongoing programme of servicing, repairs and maintenance.
- Learning was shared through discussions at staff meetings.

### Staffing and recruitment

- The provider had effective systems in place to help ensure suitable staff were recruited. Various pre-employment checks were carried out on staff, including employment references, proof of identification and criminal records checks.
- Staff recruitment and induction training processes promoted safety, including those for agency staff where required.
- Staff had the skills to ensure they could meet people's needs. Staff told us they had received training to support them in their role. For example, competency checks were completed for mouthcare, moving and handling, infection control and medicines.
- There were enough staff on duty each shift to safely support people. Staff rotas confirmed this and during our inspection we saw staff responding to people's needs and requests promptly.