

Barchester Healthcare Homes Limited

The Manor

Inspection report

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Date of inspection visit: 29 May 2015
Date of publication: 17/08/2015

Ratings

Is the service safe?

Good



Is the service caring?

Requires improvement



Overall summary

We carried out this inspection on 29 May 2015 and it was unannounced. The inspection was carried out to focus on concerns we received since our last inspection. The concerns were that people were not always treated in a dignified and respectful manner and that there were insufficient supplies of disposable protective clothing for staff. The concerns related to the unit for younger people with complex health needs.

The Manor is situated in the village of Bishops Hull which is not far from the town of Taunton. The Manor is a purpose built home which benefits from spacious and airy accommodation. The home can accommodate up to 86 people and is divided into three units. The ground floor provides nursing care to older/frail people. One of the units on the first floor provides nursing care to younger people with complex needs the other provides nursing care to people who have a physical disability and/or mental health needs. The home is staffed 24 hours a day and registered nurses are on duty at all times.

We carried out an unannounced comprehensive inspection of this service on 11 February 2015. After that inspection we received concerns in relation to staff

swearing at and in front of people living in the home. Staff providing personal care in an undignified way that lacked respect to the individual. Poor provision of protective clothing such as gloves and aprons for staff to use whilst providing personal care. As a result we undertook this inspection to make sure people were receiving care that was safe and caring. We also raised a safeguarding alert to the local authority who take the lead in investigating safeguarding. This report only covers our findings in relation to the concerns we received. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (The Manor) on our website at www.cqc.org.uk.

There is a registered manager in post. 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.

We found there was a culture of swearing in the home. This was inappropriate and failed to respect people. We

Summary of findings

were told this was more in friendly banter with people living in the home who also swore. However some staff indicated it was more of a cultural issue with staff who did not recognise swearing as a problem. Some staff felt this was mainly through having a team of younger staff working together. The manager was in the process of reviewing staff on the unit so there was a mix of younger and more mature staff.

Part of the concern stated a person was wheeled in their chair to the shower only covered with a small towel. We found there was not enough evidence to substantiate people had been treated in this way. All staff spoken with said they would report any incidents if they felt they were inappropriate. One staff member said, "If I witnessed anything like that I would tell them myself then report it to the manager." People said they felt well cared for and a relative said they were happy with the care in the home.

We discussed the allegations with the registered manager they immediately agreed to investigate in line with their complaints policy and liaise with Somerset safeguarding team and the Care Quality Commission.

Staff had received training in identifying and reporting abuse. Staff were able to explain to us the signs of abuse and how they would report any concerns they had. They stated they were confident any concerns brought to the manager would be dealt with appropriately.

There were adequate supplies of protective clothing in place for staff to use the store cupboard was well stocked and all staff had access.

We observed there were adequate staffing levels on each shift. Staff confirmed staffing levels could be flexible to meet the care needs of people and to support other staff. We observed staff took the time to chat and socialise with people and call bells were answered promptly.

Risks to people had been identified and there were systems in place to minimise the risk as far as possible. Staff were aware of the risks and followed people's care plans to ensure they were safe.

People received their medicines when they needed them. There were procedures in place for the safe management and administration of people's medicines; these were followed by staff. Medicines were only administered by registered nurses.

We found two breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. You can see what action we told the provider to take at the back of the full version of this report.

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.

People were provided with enough experienced and skilled staff to support their needs.

People were safe because the provider had systems to make sure people were protected from abuse and avoidable harm. Staff had a good understanding of how to recognise abuse and report any concerns.

There were adequate stocks of protective clothing such as gloves and aprons available to staff.

People's medicines were managed well and staff received training to support them to do this.

Good



Is the service caring?

The service was not always caring.

People did not always experience care that was dignified and respectful.

People were observed to have positive relationships with staff

Visitors were made welcome at the home at any time.

People's privacy was respected.

Requires improvement



The Manor

Detailed findings

Background to this inspection

We carried out an unannounced comprehensive inspection of this service on 11 February 2015; under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

After that inspection we received concerns in relation to staff swearing at and in front of people living in the home. We also received concerns that people were not treated with respect or in a dignified manner when staff assisted them with personal care needs and there were insufficient supplies of disposable gloves and aprons for staff. As a result we undertook this inspection to make sure people were receiving care that was safe and caring. We also raised a safeguarding alert to the local authority who take the lead in investigating safeguarding issues.

This focused inspection took place on 29 May 2015 and was unannounced. It was carried out by one adult social care inspector.

We looked at information held about the service before the inspection date. At our last inspection of the service in February 2015 we did not identify any concerns with the care provided to people.

During this inspection we focused on the unit which provided care for younger people with complex needs. We observed staff interactions with people; we spoke with two people, one visitor, six members of staff and the registered manager.

We looked at the records which related to the individual care for one person. We asked the registered manager to send us the specific care plan for another individual.

Is the service safe?

Our findings

Part of the concerns we received stated there were no aprons, gloves or protective clothing in the home for staff to use when providing personal care. We asked staff if they had adequate stocks of protective clothing. They all said they had never had a problem with stock levels. On the day of the inspection the cupboard used to store protective clothing was well stocked and all staff had access. We observed staff using protective clothing appropriately throughout the inspection.

People who were able to comment said they felt safe living in the home. One person said, "Yes I feel safe here and I am happy." Their relative said they were happy with the home and felt their relative was safe when they left. Nobody commented on feeling bullied and harassed. We asked staff if they had ever witnessed any event that could be considered as bullying and harassment and they all said no. During the inspection we observed staff practices and interactions with people in the home. All practices and interaction were carried out in a safe manner and nobody was put at risk.

People were protected from harm because staff had received training in recognising and reporting abuse. However some poor practices which we have reported on in caring were not recognised as potentially abusive. Staff told us they had attended training in safeguarding people. They also confirmed they had access to the organisation's policies on safeguarding people and whistle blowing. All staff told us they would report any suspected abuse to the manager. They all said they felt the home was safe and that they would be supported by the registered manager if they felt the need to report the care being provided by another member of staff was abusive. They were also aware they could report any abuse to other agencies such as social services, the police and the Care Quality Commission.

We looked at one person's care plan in detail. They required two staff to provide personal care and one staff member to be with them throughout the day. The care plans clearly identified any risk to the person such as the risk of choking and developing pressure sores when being nursed in bed. We observed staff were aware of the risks to the person and worked in line with the care plan. For example the care plan detailed the way to assist the person to eat whilst minimising their risk of choking. We observed staff ensured the person was sat upright and assisted at the correct pace for them.

During the inspection we observed there were sufficient numbers of staff to meet people's needs. Staff members said there were always enough staff on duty to ensure people's needs were met as planned. One visitor said they visited the home regularly and always thought there was enough staff on duty. People spoken with did not comment on staffing levels.

People received their medicines when they needed them. There were procedures in place for the safe management and administration of people's medicines; these were followed by staff. We observed one registered nurse preparing medicines for administration. They followed the correct procedures and the medicine was administered at the right time. People's medicines were stored securely and only administered by registered nurses.

Risks to people in emergency situations were reduced because, a fire risk assessment was in place and arrangements had been made for this to be reviewed annually. Personal emergency evacuation plans (PEEP's) had been prepared for each person: these detailed what room the person lived in and the support the person would require in the event of a fire.

Is the service caring?

Our findings

Some people on the unit did not experience dignified or respectful care and support as there was a culture of inappropriate language with an assumption from staff that people did not mind, or notice due to their ill health.

Prior to this focused inspection we received concerns that people were treated in an undignified and disrespectful manner. It was alleged a member of staff had sworn inappropriately at a person and spoke in a disrespectful way in-front of the person when they needed personal care.

We spoke with the registered manager about the concerns that had been raised. They immediately agreed to investigate the concerns in line with their policies and procedures and work in liaison with the Somerset safeguarding team and CQC

We spoke with people in the home staff and visitors. Everybody spoken with was shocked that a staff member could swear at a person in an unacceptable and disrespectful way and nobody could confirm that it had happened. All staff spoken with said they would report anything they felt uncomfortable with to the manager. One person said, "I am happy here yes it is good." Their relative said, "We are happy with The Manor and we have no concerns."

We found there was a culture of swearing amongst "younger" staff. Staff members were varied in their response when we asked them about the allegations. Some staff said they were not aware of the culture whilst others said they knew staff swore but this was "with people rather than at them." One staff member said they had noticed a problem with "younger staff swearing." This meant people were not always being treated with respect. This culture had become acceptable amongst some staff and was not recognised as being disrespectful and potentially abusive. The staff member added they thought the registered manager had been made aware of this as they were in the process of reviewing staffing on the unit so there was a mix of younger and more mature staff. The registered manager confirmed they were reviewing the staff skill mix on the unit but said they did not know of a culture of swearing. One registered nurse said they had talked with

staff when they had observed them using bad language. We also observed one staff member comment on the bad weather with a mild swear word. The person appeared to smile happily in response.

This was a breach of Regulation 10 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We asked the manager to send us a copy of the care plan for the person who swore. Before our inspection the person did not have a care plan specifically about managing their swearing. Without this information staff did not have any guidance on how to manage the situation and respond appropriately. This meant a culture of swearing between the person and some staff had become acceptable. Whilst a care plan was put in place following our inspection and advice sort from the person's social worker this was not in place at the time of our inspection.

This was a breach of Regulation 9 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Another element of the concerns raised was that a member of staff had wheeled a person to the shower room past other people with only a small towel to cover them. We asked staff if they had ever witnessed this sort of behaviour by other staff members. They all said they had never seen anybody transported to the shower room without appropriate clothing. One staff member said, "Everybody has their own bathrobe or dressing gown made for them for those occasions there would be no need to just use a small towel." One visitor said they had always observed their relative was treated respectfully when receiving personal care. Nobody living in the home spoke about their feelings regarding privacy and dignity. One person said, "I like it here and I am happy"

We observed staff respect people's privacy during our time on the unit. Personal care was carried out behind closed doors and people were asked if it was ok for staff to enter their rooms if the door was open. When staff wanted to enter a room they knocked and we observed staff wait for an answer before going in. Bedroom doors had windows, these had curtains and we observed these were also drawn when personal care was being carried out.

During our inspection we observed staff had a close friendly and compassionate relationship with people. We observed one person being assisted to move around the home in their chair. The staff member chatted with them in a very friendly manner even though they were unable to

Is the service caring?

respond. We also observed one staff member help a person dry and style their hair. Again the staff member chatted with them about hairstyles and there was plenty of laughter about how they might style it. In the ground floor lounge a quiz session was being held at which people laughed and joked with staff. People were relaxed in their company and there was a relaxed atmosphere in the home. During the time we were in the home we did not witness any undignified or inappropriate treatment. One person who was able to comment said, "I think they are all good, they look after me well and I have no complaints."

One person told us they could see their friends and relatives whenever they wanted. Visitors came and went throughout the day, one visitor told us they felt they were welcomed and enjoyed seeing their relative, they said the family could come and they never felt unwelcomed. One person told us they could maintain contact with friends and family in the community and go out if they wanted to. Records showed people were supported to go out into the community. One person went on regular trips out with their family and another person joined the quiz session with their relative.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity

Accommodation for persons who require nursing or personal care

Regulation

Regulation 10 HSCA (RA) Regulations 2014 Dignity and respect

People were not treated with dignity and respect due to a culture of staff swearing in the home. Regulation 10 (1)

Regulated activity

Accommodation for persons who require nursing or personal care

Regulation

Regulation 9 HSCA (RA) Regulations 2014 Person-centred care

The registered person failed to carry out an assessment of the needs of a person with specific issues around swearing. Regulation 9 (3)(a)