

Mrs Kay McArthur & Mr David McArthur

Mulroy's Seaview Nursing Home

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated

Summary of findings

Overall summary

About the service

Mulroy's Seaview Nursing Home is a residential care home providing personal and nursing care to up to 27 people in one adapted building. The service provides support to adults with mental health conditions. At the time of our inspection there were 23 people using the service.

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

This was a targeted inspection that considered risk management and premises safety.

We reviewed risk management and found people remained at increased risk of harm. Some care plans had not been reviewed since our previous inspection and there were still a number of risks that had not been appropriately assessed. Staff did not have access to relevant information on how to minimise risk and keep people safe.

There was still a lack of management oversight in respect of infection control and cleaning of the home. As a result, people were still not sufficiently protected from the risk of infection.

The renovation of the premises had not been completed and as a result the environment was still unsafe in some areas.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people. We considered this guidance as there were people using the service who have a learning disability and or who are autistic.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published 9 December 2022).

The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found the provider remained in breach of regulations.

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

and effective risk assessment. This inspection examined those risks.

We undertook this targeted inspection to check on a specific concern we had about risk management and premises safety. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Mulroy's Seaview Nursing Home on our website at www.cqc.org.uk.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. 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 requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service effective?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Mulroy's Seaview Nursing 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.

This was a targeted inspection to check on a concern we had about the management of risk and safety of the premises.

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

An inspector carried out this inspection.

Service and service type

Mulroy's Seaview Nursing 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. Mulroy's Seaview Nursing 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 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 3 members of staff including the registered manager. We reviewed a range of records. This included 8 people's care records. We also made observations around the 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 requires improvement. 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 a concern we had about risk management and premises safety. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

At our last inspection the provider had not done enough to identify, assess and mitigate risk. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Not enough improvement had been made at this inspection and the provider was still in breach of regulation 12.

- Risk was still not effectively managed. People were still exposed to risk as person-centred risk assessments were still not always in place or up to date. Care plans did not have comprehensive information around the management of risks relating to choking, self-harm and diabetes.

Systems were either not in place or robust enough to demonstrate safety was effectively managed. This placed people at risk of harm. This was a continued breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Preventing and controlling infection

At our last inspection the provider had not ensured risks associated with infection prevention and control were appropriately assessed or managed. This placed people at risk of harm. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Not enough improvement had been made at this inspection and the provider was still in breach of regulation 12.

- Robust systems were not in place to protect people from the risk of infection. No infection control audits had been carried out since our last visit. Cleaning records were not easily accessible on the electronic system and therefore the management team had little oversight of the tasks carried out.
- Several areas around the home were still in need of cleaning.
- Some of the actions from the audit carried out by an infection control nurse in March 2022 had still not been acted on.

Systems had not been established to assess, monitor and mitigate risks to the health, safety and welfare of people using the service. This placed people at risk of harm. This was a breach of regulation 12 of the Health

and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Visiting in care homes

- The provider's approach to visiting was in line with current government guidance.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the effective key question at this inspection.

The purpose of this inspection was to check a concern we had about risk management and premises safety. We will assess the whole key question at the next comprehensive inspection of the service.

Adapting service, design, decoration to meet people's needs

At our last inspection the provider had not done enough to ensure the premises were in a good state of repair and provide a safe environment for people living at the home. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- At our last inspection we found the premises were in need of renovation and redecoration. Although some work had begun there was no clear plan or timescale for the remaining work. At this inspection we found the premises was still in need of improvement.
- We were told all toilets and bathrooms on the ground floor were now working and fully refurbished. However, there had been a burst pipe that had resulted in the partial collapse of a ceiling in one person's room. This had been repaired immediately and the ceiling was once again intact, although one ceiling tile still had marks from water damage.
- The provider told us they had arranged for students from a local college to help decorate and with the general upkeep and maintenance of the home. This work had not yet begun.

Systems and processes were still not sufficient to demonstrate risks from the environment were identified, assessed and mitigated. This exposed people to the risk of avoidable harm. This was a continued breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations 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 will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment
Diagnostic and screening procedures	Risk assessments for individuals were not always completed or regularly reviewed.
Treatment of disease, disorder or injury	Some areas of the premises were in need of renovation and repair and as a result were unsafe.
	Risks associated with infection prevention and control were not appropriately assessed or managed.
	Regulation 12(1)