

A & D Rhoden

The Hylands Retirement Home

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

The Hylands Retirement Home is a residential care home providing personal care for up to 46 people, some of whom are living with dementia. At the time of the inspection there were 35 people living at the service.

The care home accommodates people in one large adapted building with several communal areas. The service is located close to local amenities and is situated on the sea front.

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

This was a targeted inspection to consider concerns that had been raised in relation to the management of environmental risks and the risks this posed to people.

Risks to people in relation to their care and support needs and the environment were identified and recorded. Records did not always contain sufficient information on actions that had been taken to reduce risks. We have made a recommendation about this.

Accidents and incidents were recorded and audits were used to identify any themes or trends. Action was taken to reduce the risk of reoccurrence where possible.

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

Rating at last inspection and update.

The last rating for this service was requires improvement (published 27 November 2021). 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 improvements had been made with regards to managing and accessing risks, and the provider was no longer in breach of Regulation 12. We did not review the other 2 breaches that were identified at the last inspection.

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the management of environmental risks and the risks this posed to people. 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 found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe sections of this full report.

Recommendations

We have recommended the provider reviews risks to people and takes action to ensure any mitigation in place is thoroughly recorded.

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 inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

The Hylands Retirement 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 environmental risks and the risks this posed to people.

Inspection team

This inspection was conducted by one inspector.

Service and service type

The Hylands Retirement 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 Hylands Retirement Home is a care home without 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 the registered manager, who is also a director. We spoke with 2 deputy managers and one care worker.

We conducted a tour of the service to look at environmental risks. We reviewed three people's risk assessments and accident and incident records.

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 inadequate. 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 the management of environmental risks and the risks this posed to people. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

At the last inspection the provider failed to assess, monitor and manage risks. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- Risks to people relating to their care and support needs and environmental risks were identified, assessed and recorded. Some records did not always contain enough information on how risks were being managed and reduced. For example, where people were at risk of falls due to open staircases in the home, mitigation such as sensor mats were in place, but risk assessments did not always thoroughly record this.
- Accidents and incidents were recorded, and action had been taken to reduce the risk of reoccurrence wherever possible. Audits were completed on a regular basis and used to identify any themes or trends.

We recommend the provider reviews risks to people and takes action to ensure any mitigation put in place is thoroughly recorded.