

Parkcare Homes (No.2) Limited

Wells Road

Inspection report

240 Wells Road
Bristol
BS4 2PJ

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18 September 2020

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29 October 2020

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

| | |
|--------------------------|-------------------------|
| Is the service safe? | Inspected but not rated |
| Is the service well-led? | Inspected but not rated |

Summary of findings

Overall summary

Wells Road is a care home registered with us to provide accommodation for up to six people, this includes people living with mental health needs and or a learning disability. At the time of the inspection there were six people living at the home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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

The outcomes for people using the service reflected the principles and values of Registering the Right Support by promoting choice and control, independence and inclusion. People's support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

We reviewed recent notifications from the service. These give us information about the safety and wellbeing of people. We looked at how people using the service were being kept safe. This was because we had been sent a number of notifications about incidents or behaviours that challenge between people who live at the home. At our visit we were well assured that people were safe and properly supported when they showed certain behaviours that may challenge others.

We found people were protected from the risk of acquiring infections and there were systems being followed to keep the home clean. Personal protective equipment was readily available to staff and all staff were following the latest guidance.

The registered manager and staff showed they had a detailed knowledge of the people they supported. The team had developed trusting relationships, so that people felt safe receiving support. People were able to have privacy and independence with staff nearby if needed.

The registered manager worked closely with the local safeguarding team to reflect on the current practice within the service to ensure that lessons were learned and to make improvements where needed. Rating at last inspection: The last rating for this service was Good (7 March 2018).

Why we inspected

CQC have introduced 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 these potential concerns in the notifications we read.

Please see the safe and well led section of this full report. You can read the report from our last

comprehensive inspection, by selecting the 'all reports' link for Wells Road on our website at www.cqc.org.uk. Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information, we may inspect sooner.

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 at this inspection. This is because we only looked at the parts of this key question .

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question .

Inspected but not rated

Wells Road

Detailed findings

Background to this inspection

This was a targeted inspection to see how the provider had been addressing incidents of behaviours that challenge between people at the service. We had been sent regular notifications about these incidents and we visited to assure ourselves that people were safe and the home was well led. We will assess all the key questions at the next comprehensive inspection of the service.

This inspection was undertaken by one inspector.

Wells Road is a care home providing accommodation for up to six people, this includes people living with mental health needs and/or a learning disability. At the time of the inspection there were six people living at the home.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was announced. We gave the service short notice. This was to make sure the home was safe to visit during the Pandemic.

What we did before 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. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all this information to plan our inspection. We had requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

During the inspection we spoke with four members of staff including the registered manager. We also spoke with five people who lived at 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 the last inspection this key question was rated as Good. We have not changed the rating of this key question this is because we did not look at every aspect of this key question. We will assess all the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People had positive behaviour support plans (PBS) which helped staff to support people consistently. These were regularly reviewed. Staff understood these plans and everyone we spoke with said they felt safe with the staff who supported them.
- People were safe. Everyone we met was positive about the staff. One person said, "I like them I tease them". Further comments included, "I chat to the staff, they reassure me so I feel safe". Another person said, "I like it here, I like the manager and I like my room".
- Staff told us the subject of how to keep people safe from abuse and harm was discussed at staff meetings and at one to one staff support meetings.

Learning lessons when things go wrong

- There were easy to follow systems in place to monitor accidents and incidents. This was to review and put measures in place to reduce the risks of issues happening again. Incidents were reviewed by the registered manager and team. Support was updated when needed.
- Some people at the home had complex mental health needs. To meet these needs, there were specialist support plans in place. These clearly set out how to support people if their mental health needs led them to express behaviours that challenged themselves and/or others.

Staffing

- There were enough staff available to provide care to meet people's needs safely.
- The registered manager assessed staffing levels regularly to ensure there was enough suitable staff to meet people's needs. When needed, additional staff were booked to provide additional support to people who needed it. This ensured people remained as safe as possible when they experienced times of crisis and needed extra support.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question. The purpose of this inspection was to check how incident of behaviours that challenge between people at the home were being addressed. We will assess all of the key question at the next comprehensive inspection of the service.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The service was well led for the best interests of the people who lived there . People knew the registered manager very well. One person told us when talking about the manager "He's funny, I'd speak to X if I was worried ". Another person said, "I speak to the manager if I'm unhappy ".
- During our visit we saw the manager was a highly visible presence within the service. People knew who the manager was and smiled and gently tease him.
- Staff told us they felt really supported by the registered manager and felt fully confident to approach them any time. Everyone said the registered manager had been extremely supportive to them and their needs during the Covid 19 Pandemic .
- People and staff benefited as there was an open and inclusive culture in the service. Staff told us the registered manager was very 'firm but fair', approachable and utterly supportive.
- Staff meetings were held on a regular basis. Staff said they were able to make their views known when meetings were held. Where required, actions resulting from these were assigned to a member of the team or the registered manager to address. Staff said the registered manager had made positive changes and they all worked well as a team.

The staff team conveyed they were really caring and committed to supporting people who lived at the home.

- We saw that the service promoted and supported people's contact with their families.
- The registered manager and staff worked closely with health and social care professionals to achieve the best outcomes for people.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- Quality audits were effective and they clearly showed how the registered manager and completed responded to incidents of behaviours that challenges at the home. If there were shortfalls these were highlighted and formed the basis of an updated support plan. Each action identified a person responsible to resolve it and when.
- The registered manager understood their responsibility to notify the Care Quality Commission of important events and had always did so when needed. This helped assure us issues such were appropriately

recorded and reported.

- It is a legal requirement that a provider's latest CQC inspection report rating is displayed at the service where a rating has been given. This is so that people, visitors and those seeking information about a service can be informed of our judgements. We found the provider had conspicuously displayed their rating.
- The management team had a good understanding of their responsibilities under the duty of candour.