

Crystal Care Homes Ltd

# Sycamore Rise Residential Care Home

## Inspection report

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Sycamore Rise Residential Care Home  
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## 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

Sycamore Rise Residential Care Home is a residential care home providing personal care to 28 people aged 65 and over at the time of the inspection. The service can support up to 32 people. The home is located in a rural area near the centre of Colne.

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

The manager had implemented infection prevention and control procedures which were understood and followed by the staff. All staff had completed training on the use of personal protective equipment (PPE) and participated in the weekly testing programme. The service had plentiful supplies of PPE and stocks were carefully monitored. We observed all staff were wearing appropriate PPE. The home had a satisfactory standard of cleanliness in all areas seen.

There were sufficient numbers of staff deployed to meet people's needs and ensure their safety. Appropriate recruitment procedures ensured prospective staff were suitable to work in the home. The manager agreed to implement a health questionnaire for all future appropriate applicants. Risk assessments were carried out to enable people to retain their independence and receive care with minimum risk to themselves or others.

The manager carried out a monthly analysis of accidents and incidents and discussed any lessons learned with the staff team. They intended to record future discussions at staff handover and general meetings. The manager understood how to safeguard people from abuse and report any concerns. During our visit, the home was calm, and staff were well organised. We observed staff responded promptly to people's needs.

For more details, please see the full report which is on the 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 30 October 2018).

### Why we inspected

We undertook this targeted inspection to check whether the provider had met the requirements of the Health and Social Care Act 2008 (Regulated Activities). The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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 coronavirus and other infection outbreaks effectively.

#### 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 part of this key question.

### **Inspected but not rated**

# Sycamore Rise Residential 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 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 following a remote assessment of the service.

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

The inspection was carried out by one inspector.

#### Service and service type

Sycamore Rise is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

The service did not have a manager registered with the Care Quality Commission. This means the provider is legally responsible for how the service is run and for the quality and safety of the care provided. The manager told us they had begun the registration process and intended to submit their application.

#### Notice of inspection

This inspection was announced. We gave 24 hours' notice of the inspection due to restrictions in place during the COVID pandemic.

#### What we did before the inspection

We looked at the information we held about the service. This information included statutory notifications

the provider had sent to CQC. A notification is information about important events which the service is required to send us by law.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We contacted local authority commissioners and asked them for their views about the service. This information helps support our inspections. We used all this information to plan our inspection.

During the inspection

We spoke with two people living in the home and the manager. We carried out a tour of the premises with the manager and reviewed a range of records. This included one persons' care plan and associated records. We looked at one staff file to check the recruitment process and also reviewed a variety of records relating to the management of the service.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

# 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, as we have only looked at the part of the key question, we had specific concerns about.

### Preventing and controlling infection

- We were assured the provider was preventing visitors from catching and spreading infections. The manager ensured staff were using PPE effectively and safely and the service was meeting shielding and social distancing rules. All staff were observed to be wearing appropriate PPE during our visit.
- Staff were provided with infection control training on induction and through mandatory training programmes.
- The provider participated in a testing programme for people living in the home and staff. The provider was promoting safety through the layout and hygiene practices of the premises and was making sure any infection outbreaks could be effectively prevented or managed. The provider's infection prevention and control policy was up to date. Whilst the home was subject to restrictions on visitors, an enclosed pod had been built in the dining area, which had external access.

### Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The manager and staff assessed and managed risks to people's health, safety and wellbeing. People's care records included guidance for staff about how to provide their care in a safe and consistent way. None of the people had bedrails fitted to their beds.
- The manager had reviewed the environmental risk assessments to ensure the safety of people's living space. The provider had arrangements to carry out maintenance and safety checks on the installations and equipment. All safety certificates were complete and up to date.
- Since the last inspections, several improvements had been made to the premises, including a new roof and two new passenger lifts. There was an ongoing programme of refurbishment, which had been agreed by the provider.
- The manager carried out a monthly analysis of accidents and incidents to identify any patterns or trends. She discussed lessons learned with the staff and intended to develop this further by recording the information as part of handover and general staff meetings.

### Staffing and recruitment

- The manager had established systems to monitor the number of staff deployed in the home. We observed there were enough staff on duty during the inspection.
- The manager had implemented a recruitment and selection system to protect people from the employment of unsuitable staff. We looked at one staff file and found appropriate checks were carried out prior to employment. The manager agreed to introduce a health questionnaire for all future applicants.

### Systems and processes to safeguard people from the risk of abuse

- The provider ensured people were protected from the risk of abuse. Staff had access to appropriate policies and procedures and training.
- The manager had investigated any safeguarding concerns and was aware of the reporting procedures. We discussed the regulatory requirement to submit statutory notifications in the event of any safeguarding alerts.
- The home was warm, comfortable and peaceful, and staff were observed to be attentive to people's needs. We spoke with a healthcare professional who provided us with positive feedback about the care and safety of the people living in the home and the management of the service.