

Qualia Care Limited

St Mark's Care Home

Inspection report

1 Hartburn Lane
Stockton-on-tees
TS18 3QJ

Tel: 01642670777

Date of inspection visit:
16 July 2020
23 July 2020

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13 August 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

St Mark's Care Home is a residential nursing home providing personal and nursing care to people living with a dementia, mental health conditions and physical disabilities. It can support up to 39 people in a single, purpose-built building. There were 14 people using the service when we inspected.

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

We received mixed feedback on people's experience of the service. Comments ranged from, "It is most welcoming and friendly" to, "I don't think they look at or use the care plan."

Information on people was not always consistently recorded or updated. Medicine records were not always accurately completed. Issues identified at our last inspection had not always been addressed.

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 5 February 2020) and there was a breach of regulations. At this inspection enough improvement had not been made and the provider was still in breach of regulations.

The service was subject to monitoring and support as part of a serious concerns protocol with Stockton-on-Tees local authority. As part of this process, the provider regularly shared an action plan and met with stakeholders (including the Care Quality Commission) to demonstrate the improvements they had been making.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

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.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection.

We have identified a continuing breach of regulations in relation to the accuracy and completeness of care records. Please see the action we have told the provider to take at the end of this report.

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 requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

St Mark's 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 Warning Notice in relation to Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

Two inspectors carried out this inspection.

Service and service type

St Mark's Care Home is a 'care 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.

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. The registered manager was absent during our inspection and the service was being managed by the provider's head of care and nursing and their quality assurance manager.

Notice of inspection

We gave the provider 24 hours' notice of the inspection. This allowed the provider time to let people know we would be contacting them for feedback and provide us with records for review as part of the inspection.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used the information shared with us as part of our attendance at serious concerns protocol meetings. We also contacted stakeholders within the Stockton-on-Tees serious concerns protocol forum to provide feedback. We used all of this information to plan our inspection.

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 used all of this information to plan our inspection.

During the inspection

We spoke with three relatives about their experience of the care provided over the telephone. We reviewed a range of records. This included four people's care records and five medication records.

We spoke with two members of staff, including the provider's head of care and nursing and their quality assurance manager.

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 requires improvement. 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.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management; Using medicines safely

At our last inspection the provider had failed to maintain and complete accurate records in relation to people's care and treatment. This was a breach of regulation 17 (Good governance) 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 17.

- Clinical observations were not consistently recorded, for example information on people's pulse or blood pressure.
- Care records did not always contain consistent information on people or get updated when these needs changed.
- Information on people's medicine stocks and administration were not consistently recorded.

We found no evidence that people had been harmed however, 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 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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 requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

At our last inspection the service did not maintain an accurate and complete record of people's care and treatment and have effective systems to assess, monitor and improve the quality and safety of the service. This was a breach of regulation 17 (Good governance) 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 17.

- Quality assurance processes had not identified or remedied the issues we found with people's records. The head of care and nursing was working through an action plan to improve quality assurance processes.
- The provider had not met the requirements of the warning notice we served following the previous inspection.

We found no evidence that people had been harmed however, 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 17 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 17 HSCA RA Regulations 2014 Good governance The service did not maintain an accurate and complete record of people's care and treatment. The service failed to assess, monitor and mitigate the risks to people. The provider did not operate effective systems to monitor and assess the quality of the service. Regulation 17 (2)(a), (b) and (c).