

Bakewell Vicarage Care Home Limited

The Old Vicarage

Inspection report

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Ratings

Overall rating for this service

Requires Improvement 

Is the service well-led?

Inadequate 

Summary of findings

Overall summary

About the service

The Old Vicarage is a residential care home providing accommodation and personal care to 22 people at the time of the inspection. The service can support up to 24 older people, people living with dementia, sensory impairment or physical disability.

The home is close to the centre of Bakewell and set in its own grounds. It is one building with a lounge, dining room, conservatory and secure garden. 22 of the 23 bedrooms have en-suite bathrooms.

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

The manager had taken steps to improve the service and ensured people received safer care. The provider had completed an action plan which stated how they planned to implement improvements set out in the warning notice we served after the last inspection. All the requirements of the warning notice had been met.

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

For example: Rating at last inspection and update: The last rating for this service was requires improvement (published December 2019) and there were multiple breaches of regulation. At this inspection we found improvements had been made.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 (Good Governance) 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.

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 well-led?

The service was not well-led.

Details are in our well-led findings below.

Inadequate ●

The Old Vicarage

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

This inspection was carried out by one inspector.

Service and service type

The Old Vicarage 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. However, the registered manager was no longer employed at the service and there was a new manager and deputy manager. Both had commenced their roles one week before the inspection.

Notice of inspection

This inspection was unannounced.

What we did before the 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 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.

During the inspection

We spoke with the manager and deputy manager. We reviewed a range of records relating to the governance of the service and how the manager retained oversight of people's weights, personal care and accidents and incidents.

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 Inadequate. 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 the last inspection we found systems were not robust enough to assess, monitor and improve the quality of the service provided. This placed people at risk of harm. This was a breach of regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we found enough improvement had been made and the breach had been met.

- Managers were now clear about their role and responsibilities. Since the last inspection a new manager and deputy manager had been appointed. They had only been in place for one week before this inspection.
- The provider had implemented improvements in the recording and managerial oversight of accidents and incidents people had, people's weights, personal care and documentation relating to how people spent their days. The new system allowed for analysis of care which meant the manager could identify themes and trends of accidents and incidents and therefore implement measures to prevent the same thing happening again.
- The manager and deputy manager had identified the new system still required further improvement and showed us the plan they had devised in order to implement this.

Continuous learning and improving care

- The new manager and deputy manager were knowledgeable about quality issues and priorities. They understood the challenges for improving care and demonstrated to us how they would complete this. The manager had implemented and sustained many improvements at another of the providers' homes and was using this experience to continue to drive forward improvement at The Old Vicarage.