

GCH (South) Ltd

Baugh House Care Centre

Inspection report

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Sidcup
Kent
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25 November 2020

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10 December 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

Baugh House Care Centre is a nursing home which can support up to 60 people. The care home accommodates people on two floors, a residential floor and a nursing floor. Baugh House was providing care to some people living with dementia.

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

Since our last inspection of this service the registered manager had left and the deputy and quality assurance manager were overseeing the service with support from the provider. They had identified a range of improvements required and had an action plan which they were working through to ensure this occurred.

Infection prevention and control procedures were adhered to.

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

Rating at last inspection

The last rating for this service was requires improvement (published 30 July 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had because the manager had left the service. 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.

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 work alongside the provider and local authority to monitor progress. 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 part of this key question.

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

Baugh House Care Centre

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the management at 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

This inspection was carried out by one inspector.

Service and service type

Baugh House Care Centre 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 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.

Notice of inspection

This inspection was announced. We gave the provider notice so they could facilitate a safe visit due to COVID-19 pandemic.

What we did before the inspection

We reviewed all of the information we held about the service, including previous inspection reports and important information the provider had sent us. We also sought feedback from the local authority who work closely with the service. 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 members of staff including the deputy manager, quality manager and service development manager. We reviewed policies and procedures and management oversight tools such as checks and audits. We spent time touring the service, observing staff practice and how they interacted with people.

After the inspection

We continued to seek clarification from the provider to validate evidence found and looked at quality assurance records.

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 on management oversight at the service. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

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 a specific concern we had about management oversight. 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

- Since our last inspection the registered manager had left the service. The Deputy Manager and Quality Manager, who had both only been in post since September were being supported by a senior manager from the provider to ensure there was oversight.
- During the inspection the management team were open about some of the areas of improvement they had identified. These included improvements needed in relation to medicines management, which had been identified as a concern at CQC's last inspection.
- We reviewed checks and audits completed by the management team which showed that whilst multiple areas of improvement had been identified, there was a clear action plan in place and they were working to improve things. We will review the progress of these improvements at the next inspection.