

Burlington Care (Yorkshire) Limited

Maple Court

Inspection report

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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

Maple Court is residential care home providing personal and nursing care to up to 64 people aged 65 and over, some of whom may be living with dementia. At the time of the inspection, 42 people were using the service.

The home has two floors. The ground floor provides accommodation for people requiring residential care, and the first floor provides accommodation for people living with dementia. At the time of this inspection, Maple Court were no longer providing nursing care.

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

This was a targeted inspection to consider concerns that had been raised in relation to staffing levels impacting on the quality of care provided, access and response to call bells, available refreshments and infection prevention and control.

Based on our inspection of these areas we found there was sufficient staff on duty. The registered manager used a dependency tool to help calculate safe staffing levels. Agency staff were utilised to ensure staffing levels remained safe.

The registered manager maintained a close working relationship with employment agencies. This ensured people received consistent care and support from staff who understood their individual needs

Call bells were accessible to people and responded to in a timely manner. Where people were not able to use the call bell, appropriate safety checks were completed and recorded.

Accidents and incidents had been recorded with details of actions taken to mitigate associated risks.

The home was clean and tidy throughout and government guidance in relation to PPE was followed. PPE was available throughout the service and used appropriately by staff.

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 good (published 13 January 2022).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing levels impacting on the quality of care provided, access and response to call bells, available refreshments and infection prevention and control. The overall rating for the service has not changed following this targeted inspection and remains good.

We use 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 this concern. Please see the safe sections of this full report.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Maple Court

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a concern we had about staffing levels impacting on the quality of care provided, access and response to call bells, availability of refreshments and infection prevention and control.

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 conducted by one inspector.

Service and service type

Maple Court is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Maple Court is a care home with nursing care. At the time of this inspection, Maple Court was not providing nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the 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 (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with three people who used the service about their experience of the care provided. We spoke with five members of staff including the area manager, registered manager, deputy manager and two care staff.

We reviewed a range of records that related to concerns that had been raised. This included staffing rotas, agency staff information, accidents and incidents and records relating to safety checks. We spent time conducting observations in communal areas. Where people were in their bedrooms, we checked to ensure they had access to call bells and that drinks were available and accessible to them. We looked at IPC across the service.

We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- There was enough staff on duty to meet people's needs. Observations showed people received assistance in a timely manner and had refreshments available to them.
- A dependency tool was used to calculate safe staffing levels. This was reviewed on a regular basis. Agency staff had been utilised to ensure staffing levels remained safe.
- The registered manager had worked in partnership with the staffing agency to ensure regular agency staff were provided to the home, which provided consistency of care to people.
- Staff and agency staff were familiar with people's needs. During the inspection, agency staff were observed supporting a visiting professional and providing them with an update on people's current care and support needs.
- Call bells were within reach of people and answered in a timely manner. Where people were not able to use the call bell to seek assistance, regular safety checks were completed and recorded by staff.
- People told us there was enough staff on duty. Comments included, "They are always on hand when I need them, and I get plenty cups of tea."
- During weekends there was less administrative staff in the building which sometimes led to a delay in answering the door or telephone. The registered manager said they would look at ways this could be improved.

Learning lessons when things go wrong

- Lessons had been learnt when things went wrong.
- Accidents and incidents were recorded, and action had been taken to mitigate risks. The registered manager completed a trend analysis which helped identify any common themes, and where needed, action had been taken to address this.

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 supporting people living at the service to minimise the spread of infection.
- 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. Staff were observed wearing appropriate PPE and changing this when required.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the

premises. The home was clean and tidy throughout.

- 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.