

Lux & Lux Care Ltd

Ashlands Manor

Inspection report

Turnpike
Rossendale
Lancashire
BB4 9DU

Tel: 01706217979

Date of inspection visit:
03 March 2023

Date of publication:
15 March 2023

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

About the service

Ashlands Manor is a residential care home registered to provide accommodation and nursing care for up to a maximum of 21 people. The provider ceased providing nursing care in January 2023. There was 1 person living in the home at the time of the inspection.

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

The person living in the home was happy with the service and we observed caring interactions during the inspection.

The management team understood how to safeguard people from abuse and staff had access to appropriate policies and procedures and training. Individual and environmental risks had been assessed and managed. Medicines were managed safely. We found a minor shortfall in the storage of 1 prescribed cream. The service manager took immediate action during the inspection. People were protected from the risks associated with the spread of infection. The premises had a good standard of cleanliness and was warm and comfortable on the ground floor. A walk-in shower room was nearing completion.

The management team had carried out a series of audits and checks on the operation of the home. Action plans had been developed to address any shortfalls. However, the evidence was limited as the audits were based on 1 person living in the home. An electronic care plan and management system had been introduced and we saw evidence care plans and risk assessments had been reviewed and updated.

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

Rating at the last inspection

The last rating for this service was requires improvement (published 2 September 2022).

Why we inspected

We undertook this targeted inspection to check the provider's arrangements following a reconfiguration of the service. The provider had applied to remove nursing care from their registration and only provide personal care.

The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

Targeted inspection 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 COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Ashlands Manor on our website at www.cqc.org.uk.

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 requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

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

Inspected but not rated

Ashlands Manor

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check the provider's arrangements to provide accommodation and personal care following a reconfiguration 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

One inspector carried out the inspection.

Service and service type

Ashlands Manor 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. Ashlands Manor is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Whilst Ashlands Manor is registered to provide nursing care, the provider had applied to remove nursing care from their registration. They now only provide personal care.

Registered manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was not 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, such as notifications. These are events that happen in the service that the provider is required to tell us about. We also sought feedback from the local authority.

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 1 person living in the home, a relative, the housekeeper, the deputy manager, the service manager and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We also spoke with a visiting healthcare professional.

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 requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risks to people and the service were assessed and managed. Risk management strategies were included in the person's electronic care plan and there was guidance for staff to follow to support the person safely.
- Since the last inspection, the nominated individual had carried out environmental risk assessments to ensure the safety of people's living space. The business continuity plan had been reviewed and updated.
- There were arrangements for routine maintenance and repairs. All safety certificates seen were complete and up to date.
- The home was warm and comfortable on the ground floor. Work was nearing completion on a walk-in shower room and a referral had been made to occupational therapy to arrange an assessment for specialist equipment. The first floor was not being used at the time of the inspection.
- The nominated individual had records of ongoing and planned maintenance. He explained the bedrooms would be redecorated and refurbished, as necessary, when new people were admitted to the home.

Using medicines safely

- Medicines were managed safely.
- Medicines were stored in locked cupboards in the person's bedroom. This meant the person received their medicines at the best time for them. We found one prescribed cream was incorrectly stored. The service manager took immediate action and obtained appropriate advice during the inspection.
- The service manager had developed appropriate protocols for the administration of medicines prescribed 'as necessary'.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- The provider had developed systems and processes to safeguard people from abuse. Staff had access to appropriate policies, procedures and training.
- The person living in the home told us they were happy with the care and support they received. The relative had no concerns about the safety and wellbeing of their family member. They confirmed the staff were responsive to their needs. We observed caring interactions during our visit.
- The provider had arrangements to record, investigate and analyse any accidents and incidents.
- Any lessons learned from observations of the person's care, complaints, audits and people's feedback were communicated to the staff team.

How well are people protected by the prevention and control of infection?

- We conducted a tour of the building and discussed the infection prevention control arrangements with the

service manager.

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was supporting people living at the service to minimise the spread of infection.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was responding effectively to risks and signs of infection.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.

Visiting in care homes

There were no restrictions placed on visiting. We saw the relative enjoy a meal with their family member during the inspection.

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 our last inspection, this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection. We will assess the whole 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; Continuous learning and improving care

At our last inspection, the provider had failed to operate effective systems to assess, monitor and improve the quality and safety of the service. They had also failed to maintain accurate, complete and contemporaneous records in respect of each person. This was a breach of Regulation 17 (1) (2) (a) (b) (c) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection, we had insufficient evidence to assess any improvements.

- The management team were clear about their roles and their contribution to service delivery.
- The provider had introduced auditing systems to monitor the quality of the service. Action plans had been developed to address any shortfalls. However, there was only 1 person living in the home, which meant the audits were based on limited information.
- The provider had implemented an electronic care planning system. We noted the person's care plan, risk assessment and daily records had been completed and updated.
- The management team worked alongside the staff on a daily basis. This meant they had a good understanding of the person's needs.
- The nominated individual utilised staff and handover meetings to ensure continuous learning and improvements took place.

The provider remains in breach of regulation 17 (1) (2) (a) (b) (c) due to the limited evidence available at the time of the inspection. We will check any sustained improvements on our next inspection of the service.