

# Ideal Carehomes (Number One) Limited

# Bradley Hall

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service effective?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Bradley Hall is a residential care home providing accommodation for people who require personal care to up to 60 people. The service is purpose built, with facilities being provided over 3 floors, each floor providing communal facilities, adaptive bathrooms and bedrooms with full en-suite facilities. The service provides support to older people, some of whom are living with dementia. At the time of our inspection there were 47 people using the service.

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

This was a targeted inspection in response to concerns received regarding diabetic care and medicines. This inspection mainly focussed on these areas of concern. We found no evidence to support these concerns.

People were protected from risks related to poor diabetic health. Risk assessments were informative, and staff understood how to recognise signs and symptoms of poor diabetic health, when to raise concerns and when to seek medical advice.

People using the service told us they felt safe. One relative told us, "The staff are fantastic with my [relative]. I feel I can walk away after visiting [relative] and I know they are safe, and I can sleep at night."

We saw people's medicines were administered safely. Medicines were stored safely, and checks were completed to ensure medicine stocks were accurate.

Admission assessments were completed to ensure the service could meet people's needs before they moved. Assessments reflected people's health conditions, which were used to inform people's care. People's care plans were clear and reflected their needs.

The service was clean and very well presented throughout. There was a kitchenette available on each floor to provide people with access to snacks and drinks at any time.

People received support to access health services. Feedback from relatives was overwhelmingly positive. One relative described how their loved one had improved since moving to the service.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 31 January 2023).

### Why we inspected

We undertook this targeted inspection to check on specific concerns we had about diabetic care and medicines. 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.

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**

### **Is the service effective?**

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**

# Bradley Hall

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on concerns we had about diabetic care and medicines.

#### Inspection team

The inspection was completed by 1 inspector.

#### Service and service type

Bradley Hall 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. Bradley Hall is a care home without 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 not a registered manager in post. The previous registered manager had recently left the service, and the home manager had been appointed to become the new registered manager. They were in the process of completing their application to become the registered manager during our inspection.

#### 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. 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 4 people living at the service and 3 relatives, to gain feedback on their experiences of using the service. We spoke with 8 staff including the home manager, care staff and senior staff. We reviewed a selection of records for 8 people including risk assessments, care plans and medicine records.

# 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.

The purpose of this inspection was to check concerns we had about medicines and diabetic care. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management; Systems and processes to safeguard people from the risk of abuse

- People were protected from risks related to poor diabetic health. Risk assessments were informative, and staff understood how to recognise signs and symptoms of poor diabetic health, when to raise concerns or when to seek medical advice.
- One relative described how staff supported their loved one with their diabetic care needs. They told us, "Staff administer their daily medicines and also try to prompt regular healthy meal choices."
- People's care plans were clear and reflected their needs. Staff told us they had easy access to people's care plans on handheld portable electronic devices and read these daily.
- People using the service told us they felt safe, well supported and felt comfortable raising concerns to staff.
- One relative told us, "The staff are fantastic with my [relative]. I feel I can walk away after visiting [relative] and I know they are safe, and I can sleep at night." Another relative told us, "Yes, my [relative] is safe. If I had concerns, I feel comfortable raising concerns."
- Staff were knowledgeable about safeguarding. They knew how to recognise signs of abuse and how to raise concerns. Staff described the manager as approachable and responsive to concerns.

Using medicines safely; Staffing and recruitment

- We saw people's medicines were administered safely. Senior staff were trained in medicines and completed competency assessments to ensure they had the skills and knowledge required to administer medicines safely.
- People who required medicines to manage their diabetes received these as prescribed.
- Medicines were stored safely, and checks were completed to ensure medicine stocks were accurate.
- Medicine records were completed and well managed. This supported safe medicine practices.
- People were supported by enough staff. People using the service described staff as friendly and kind.
- We received positive feedback from people's relatives about the staff. One relative told us, "The staff are very responsive and accommodating. Nothing is too much for the staff."

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

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 effective key question at this inspection.

The purpose of this inspection was to check concerns we had about effective diabetic care. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Pre-admission assessments were completed to ensure the service could meet people's needs before they moved.
- The home manager involved family members in people's assessments to ensure they understood their needs comprehensively.
- Assessments reflected people's health conditions, which were used to inform people's care. Relatives described how staff knew their family members and their needs well. One relative told us, "My [relative] is living with Alzheimer's, and staff appear to understand and be responsive to their needs. My [relative] doesn't communicate much now, but staff interact with them and make a fuss. This approach seems to work well for [relative] and they respond well to it."

Adapting service, design, decoration to meet people's needs; Supporting people to eat and drink enough to maintain a balanced diet

- The service was very well presented throughout. People's living environment was clean, tidy and well decorated. One relative described the service as being very clean, warm and having a calming atmosphere.
- There was a kitchenette available on each floor to provide people with access to snacks and drinks at any time. One relative told us, "I know [relative] now has regular access to food. They are eating more, and their weight has improved."
- One relative told us, "The food is amazing." Another relative told us their loved one had a food intolerance, and this was well managed by the care staff who provided the correct foods for their condition.
- People received support with their meals where needed to ensure they had enough to eat.

Supporting people to live healthier lives, access healthcare services and support;

Staff working with other agencies to provide consistent, effective, timely care

- Daily records were completed by staff to ensure effective monitoring of people's health care.
- People received support to access health services. One relative told us, "They [Staff] contact me every time the GP has visited."
- Feedback from relatives was overwhelmingly positive. One relative described how their loved one had improved since moving to the service, "The improvement of [relative] since moving to the service was incredible. We saw a big improvement in their cognitive ability and communication. [Relative] developed a routine that had a big impact on their daily lifestyle and wellbeing; they go to bed at night, engage in

activities, smile, laugh, and even get up and have a little dance. Because they are happier, we [the family] are happier, and this has had a big impact, not only on [relative's] life, but for the wider family too."

- Staff were caring and told us they felt the service was meeting people's needs effectively.