

Runwood Homes Limited

Lancaster Court

Inspection report

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06 August 2020
11 August 2020
18 August 2020
24 August 2020

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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 well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

Lancaster Court provides accommodation, personal care and nursing care for up to 65 people. At this inspection 45 people were living at the service.

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

CQC had received concerns about how people using the service were being kept safe. This included issues around record keeping, infection control practices, moving and handling and the management not listening to staff concerns. A decision was made for us to inspect and examine those risks.

People were protected from the risk of acquiring infections and the service was clean. Personal protective equipment (PPE) was readily available for staff. However, the most recent delivery of PPE had not been of a good standard. The face masks were loose fitting and constantly fell down. The registered manager advised they had already reported the concern and we can now report this was resolved and the home had masks that were of good quality.

We explored staff knowledge of safeguarding vulnerable adults and reporting concerns to external bodies for investigation. We received mixed feedback. Some staff were very clear about how to report concerns externally if needed but told us that the registered manager took all appropriate action to maintain people's safety and would involve external professionals as appropriate. However, other staff members did not demonstrate a clear understanding of their responsibility to report any concerns to external agencies in a timely manner. We have made a recommendation for this be reviewed by the provider.

We reviewed numerous documents and records about people's care and support. These were detailed and completed correctly by the staff team, giving a good overview of the support people received. However, increased detail in some records, such as moving and handling care plans, would better support delivery of safe care. We have made a recommendation that this be reviewed.

During the inspection call bells were answered in a timely manner and staff were knowledgeable about people's needs and how they wanted to be cared for. Inspectors did not observe any moving and handling transfers during the inspection.

Staff received training, supervision and competency assessments to ensure that they had the right skills and knowledge to support people safely. External health professionals were consulted to support people with their care needs where this was necessary such as assessments for equipment. During Covid 19 these assessments were undertaken remotely where possible to help restrict the risk of transmission.

Staff interacted with people in a kind and compassionate manner. However, due to the time of our visit to the home (over the lunch period) we saw limited engagement with people in terms of activities, especially those cared for in bed.

Staff shared mixed views about the management of the home. Staff praised the registered manager for their dedication, compassion and hard work however, some staff reported they did not receive fair treatment.

Rating at last inspection:

The last rating for this service was Good. (Published February 2019)

Why we inspected

We undertook this targeted inspection to follow up on whistle blowing concerns received.

CQC have introduced targeted inspections to follow up on enforcement notices or breaches 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.

Please see the safe and well-led section of this full report.

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

Follow up

The rating for this service remains unchanged. 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?

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 specific concerns we had about Lancaster Court.

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

Inspected but not rated

Is the service well-led?

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 specific concerns we had about Lancaster Court.

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

Inspected but not rated

Lancaster Court

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check on a specific concern raised with us about people's safety, record keeping, infection control practices, moving and handling and accident and incident management.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted as part of our Thematic Review of infection control and prevention in care homes.

Inspection team

This inspection was undertaken by three inspectors, two of whom completed a site visit to Lancaster House on 06 August 2020. One inspector facilitated the inspection remotely and interviewed the registered manager by phone.

Service and service type

Lancaster Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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.

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 other professionals who work with the service. The provider had not been asked to complete a recent provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all this information to plan our inspection.

During the inspection

We observed staff supporting people and spent time looking at the cleanliness and infection control practices in the home. We spoke with four staff about infection control practices and we spoke with the registered manager at length about their experiences at Lancaster Court during the course of the pandemic. We reviewed records relating to the care and support of three people who used the service. We looked at accident and incident records and management. We spoke with a representative of the provider's senior management team by phone, and we gathered views of nineteen further staff members by a mixture of phone and email. We liaised with the local authority commissioning and safeguarding teams.

After the inspection

We continued to seek clarification to validate evidence found.

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 Good. 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 specific concerns raised with us about Lancaster Court. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Staff told us they would report any accidents or injuries to the management team. For example, one staff member shared with us, "I know I can report to my manager or go to social services helpline if I had concerns. I do not have any issues with this in the home, manager always discuss about respecting the residents, treating them as if they were our parents. I am aware of the whistle blowing policy and the manager has discussed this previously in meetings, also she requested staff to respect each other. She always reminds the staff to report any concerns even how small it is."
- However, some staff felt the registered manager did not take appropriate action to safeguard people who used the service. At the time of writing this report there are ongoing safeguarding investigations involving external agencies. CQC will consider any future actions needed dependent on the outcome of this investigation.
- Staff were not confident about reporting any concerns to external agencies such as the local authority safeguarding team.

We recommend the provider seek advice and guidance from a reputable source, about re-enforcing staff whistle blowing and safeguarding knowledge and understanding so they can be confident that any potential concerns or safeguarding matters can be managed in a timely manner for the benefit of all concerned.

Assessing risk, safety monitoring and management

- Risks to people's safety and wellbeing had been assessed. However, some care plans lacked detail of how staff needed to support individuals. For example, a person's moving and handling risk assessment indicated they were partially weight bearing. However, their mobility and safety care plan failed to give any explanation of what this meant and why the equipment used by staff was the right equipment. There was no information available in the care plans to prompt care staff when to alert management if the equipment was no longer suitable to support people safely.

We recommend the provider seek advice and guidance from a reputable source, about ensuring care plans are detailed and informative to guide staff to deliver safe and effective care.

- Staff were knowledgeable about moving and handling practices and the equipment people needed to support them to move safely. This included the use of mechanical hoists and slings. Staff described the

techniques they used to support people to transfer, this reflected records of care we viewed.

Preventing and controlling infection

- Staff and management reported there were ample stocks of Personal Protective Equipment (PPE) such as gloves, masks, aprons, and visors available to promote the control of infection in the home. Staff and management said this had always been the case at Lancaster Court throughout the pandemic. However, there had been a great deal of anxiety in the home during the early weeks of the pandemic when official guidelines had not yet been issued and advice changed regularly.
- We saw a number of staff wearing their face masks below their noses and, in some cases, below their chins. Face masks were being continually adjusted by staff as they were continuously slipping down their faces. The registered manager told us the most recent delivery of face masks were not of good quality and they had requested replacements. A staff member told us, "The last delivery of masks were awful, they did not fit properly and kept slipping down our faces. The registered manager immediately tried to get them replaced. Now we have the ones that fit properly again."
- The day of the inspection site visit was very warm. Cooling fans and air conditioning units around the home were not being used in line with published guidance.
- During the lunch service social distancing guidelines were not always being followed in either the ground floor or the first floor dining rooms.
- We requested an up to date copy of the provider's infection control policy. We noted this had not been updated to incorporate current risks associated with Covid19.

We have signposted the registered manager and provider to resources to develop their approach.

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.
- 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.

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 Good. 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 people's safety, record keeping, infection control practices, moving and handling and accident and incident management. We will assess all of the key question at the next comprehensive inspection of the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- Some staff told us they felt they did not receive fair treatment and support from the registered manager. We shared this with a representative of the provider's senior management team to explore further.
- Concerns raised with CQC had been primarily about how Covid-19 had been managed in the home. We spoke with a significant sample of staff, of various roles, to gather their views. The majority of staff spoke positively about how they had worked closely as a team during the pandemic and been supported well by the registered manager and provider throughout.
- A staff member said, "Never had a problem approaching (registered manager) she is very supportive and straight talking. I am also very confident to approach (Regional Operations Director) if I needed advice or guidance."
- The registered manager acknowledged encountering difficulties in the early days of the pandemic when testing was not available, food deliveries were erratic and the staff team, people and their relatives were anxious. The registered manager said, "Stress levels have been immense. I can't thank my staff highly enough."

At the time of writing this report there is an ongoing investigation involving external agencies. Any future possible action by CQC will be dependent on the outcome of this investigation.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Staff told us the registered manager had kept them informed about the risks related to Covid-19 and updated them when there were changes to advice and guidance. A staff member told us, "We have never had a problem with PPE, we never ran out at all throughout the pandemic so far. We had gloves and aprons, we had masks too but guidance wasn't issued about the use of face masks until late April. I kept up to date with all the guidance issued, I am very passionate about this."

Continuous learning and improving care

- Face to face training by external professionals had not taken place in the home due to Covid-19. However, e-learning and video training had continued. Infection control training to ensure staff put their PPE on and

took it off safely had been delivered by external professionals, however not in time for a major outbreak of infection in the home.