

Hamilton Care Limited

St Helens

Inspection report

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North Yorkshire
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16 August 2021

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13 October 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated

Summary of findings

Overall summary

About the service

St Helens is a care home providing personal and nursing care for up to 28 older people who may be living with mental health needs or dementia. The service was supporting 18 people at the time of our inspection.

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

People remained at increased risk of malnutrition and dehydration. Effective systems were not in place to monitor and make sure people had enough to eat and drink.

Further improvements were needed to manage and minimise infection prevention and control risks associated with COVID-19, and to address risks within the home environment.

The provider was receiving intensive support from the local authority and other healthcare professionals, to make improvements. This included staff from the local authority and other key personnel, working alongside staff in the care home and carrying out welfare checks of people using the service.

For more details, please see the full report which is on the Care Quality Commission's (CQC) website at www.cqc.org.uk.

Rating at last inspection

The last rating for this service was Inadequate (published 19 July 2021).

Why we inspected

We undertook this targeted inspection to follow up on concerns we received about the service, including information that people were not having enough to eat and drink.

CQC have introduced targeted inspections to follow up on 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 COVID-19 and other infection outbreaks effectively.

CQC did not follow-up the breaches of regulation identified at the last inspection during this visit. Full information about CQC's ongoing regulatory response to the concerns about the care and support provided at St Helens is added to reports after any representations and appeals have been concluded.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St

Helens on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive further concerning information, we may inspect sooner.

Special Measures

The overall rating for the service has not changed following this targeted inspection and remains 'Inadequate'. This means the service remains in 'special measures'. We keep services in 'special measures' under review and, if we do not propose to cancel the provider's registration, we will re-inspect within six months to check for significant improvements.

If the provider has not made enough improvement within this timeframe and there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions of their registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it. And it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

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 Inadequate. 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

Is the service effective?

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

St Helens

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to follow up on specific concerns we had received about the service, and the support provided to make sure people had enough to eat and drink.

Inspection team

The inspection was carried out by one inspector.

Service and service type

This service 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 CQC. The service had been without a registered manager since July 2019. A manager was in post and had recently applied to become the registered manager. The registered manager along with 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 received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all this information to plan our inspection.

The provider was not asked to complete a provider information return before 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.

During the inspection

We spoke with two people who used the service about their experience of the care provided. We also spoke with a nurse, the manager and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We carried out observations of the environment and the care and support staff provided. We reviewed a range of records. This included records relating to people's food and fluid intake and people's weights.

After the inspection

We reviewed records the provider sent us relating to the service and the care provided. We also sought further clarification from the provider to validate the 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 Inadequate. 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 received about the safety of the service, including information that people were not having enough to eat and drink. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People were not always supported in a safe way. Staff had not explored other ways of monitoring weight loss for people who could not be weighed. They did not provide supervision at lunchtime for one person, who had been identified as being at risk of choking when eating and drinking.
- The provider had begun addressing health and safety risks relating to the home environment. Further work was planned to repair and replace unsafe flooring, which was damaged and uneven and put people at risk of falling.

Preventing and controlling infection

- We were assured the provider was admitting people safely to the service.
- We were assured the provider's infection prevention and control policy was up-to-date.
- We were somewhat assured the provider was meeting shielding and social distancing rules.
- We were somewhat assured the provider was using personal protective equipment effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- We were assured the provider was preventing visitors from catching and spreading infections.

We have also signposted the provider to resources to develop their approach.

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 the last inspection this key question was rated 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 specific concerns we had, including information about people not having enough to eat and drink. We will assess all of the key question at the next comprehensive inspection of the service.

Supporting people to eat and drink enough to maintain a balanced diet

- People remained at increased risk of malnutrition and dehydration as effective systems were not in place to record, monitor and make sure people ate and drank enough.
- There were gaps in records relating to the support people should have received to eat and drink. There was a lack of robust action where records showed people had not had enough to eat or drink.
- The provider was receiving intensive support from the local authority and other healthcare professionals to make improvements. This included staff from the local authority and other key personnel, working alongside staff in the care home and carrying out welfare checks of people using the service.