

Coventry and Warwickshire Mind St Clair Gardens

Inspection report

Livingstone Road
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Coventry
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Tel: 02476555387

Date of inspection visit:
07 April 2022

Date of publication:
12 May 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

St Clair Gardens is a care home with nursing providing mental health recovery support to up to 14 people. The service provides support to adults. At the time of our inspection there were 12 people using the service.

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

Following a review of St Clair Gardens, a concern had been raised about staffing. In particular the new role of enhanced support worker. Staff in this role could be left in charge of the unit if no qualified nurse was available on site.

We found that staff providing this role were well trained, competent and received regular support and supervision. They always had a qualified nurse on call if they needed advice. Staff understood the protocol and the limitations of the role and it was clear they were only left in charge if all other options such as using agency staff had been tried first.

Staff felt the benefits of the additional training allowed them to provide continuity to people and a higher degree of understanding of the support and care they needed to provide.

The management team had put a policy and protocol in place and regularly reviewed the role, with input from staff, so that they could learn and make improvements as they needed to.

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 24 August 2019).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

We undertook this targeted inspection to check on a specific concern we had about the role of the enhanced support worker, being used to cover the home when registered nurses were unavailable to be on site and to look at the governance of this issue. 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 well-led?

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

St Clair Gardens

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 Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had met the requirements of a concern we had about the role of the enhanced support worker. This role was being used to cover the home when registered nurses were unavailable to be on site and to look at the governance of this issue.

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 this inspection.

Service and service type

St Clair Gardens 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. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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 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 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 used feedback people had sent to CQC, spoke with the manager, deputy manager and a member of the staff team. We reviewed policies and procedures relating to the issue raised.

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 questions at this inspection.

The purpose of this inspection was to check a concern we had about the enhanced support worker role. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Due to ongoing issues with recruiting registered nurses the home had introduced the enhanced support worker role. These staff members received additional training and support from qualified staff so that they could cover if no registered nurse was available to be on site. This was used only as a last resort and if agency cover could not be found. Enhanced support workers in charge had access to a fully qualified on call nurse at all times.
- Enhanced support workers received additional training, supervision and competency checks and fully understood their duties under the role and when they needed to contact qualified staff.

Using medicines safely

- Enhanced support workers were trained to administer oral medicines including those that were 'as required'. One enhanced support worker said they shadowed qualified staff until they felt competent and confident to take on this part of the role.
- There were no medicines errors recorded for when medicines were given by enhanced support workers and medicines were audited daily by qualified staff.

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 meeting shielding and social distancing rules.
- 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.
- 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.
- We were assured that the provider's infection prevention and control policy was up to date.
- St Clair Gardens have no visiting restrictions in place which is in line with government policy.

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 good. We have not changed the rating as we have not looked at all of the safe key questions at this inspection.

The purpose of this inspection was to check a concern we had about the enhanced support worker role and the governance of this. 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

- Staff employed in the enhanced support worker role were clear about their responsibilities within the role and who they should report to if they needed to.
- The management team have a policy and protocol in place which sets out the purpose of the role. They have ensured that staff have received adequate additional training and receive regular supervision where the role is discussed.
- The provider holds regular meetings where the role is regularly reviewed and audited. Staff feed into this so that the role is being developed and improved based on their experience.