

Bhandal Care Group (BSB Care) Ltd

The Cottage Residential Home

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

The Cottage Residential Home is registered to provide nursing and personal care for up to 40 older people and for people living with Dementia. The service is also registered as a domiciliary care agency, providing personal care for people living in the community. At the time of inspection there was 32 people living in the service and two being supported in the community by the domiciliary care agency. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

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

There were enough staff deployed in the service to meet people's needs. Staff received on- going training to enhance their knowledge. Safe recruitment practices were consistently followed.

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

Rating at last inspection (and update)

The last rating for this service was requires improvement (published 26 February 2019). The provider completed an action plan after the last inspection to show what they would do and by when to improve.

At this inspection, we inspected but did not rate the service. Should this say 'at this inspection'

Why we inspected

We undertook this targeted inspection to follow up on a specific concern we had about the service, which was staffing levels. A decision was made for us to inspect and examine those risks.

Follow up

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?

Inspected but not rated.

Inspected but not rated

The Cottage Residential Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to follow up on a specific concern we had about staffing levels.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

The Cottage Residential Home 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. This service also provides personal care to people living in their own houses.

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

We gave the service 24 hours' notice of the inspection. This was due to the Covid-19 pandemic to ensure we had enough information prior to inspection to promote safety.

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. 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 of this information to plan our inspection.

We requested information relating to staff training, quality assurance and staffing, which we reviewed prior to the site inspection.

During the inspection-

We spoke with four people who used the service and three relatives about their experience of the care provided. We spoke with eight members of staff including the provider, registered manager, senior care workers and a care worker.

We reviewed a range of records. This included four people's care records, four staff files in relation to recruitment and records relating to training.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at staffing rota's and a tool which is used to calculate safe staffing levels.

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 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 a specific concern we had about staffing levels. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- People felt there were enough staff to meet their needs. One person said, "There are always staff around, they come when I need them to." One person-, who received care at home told us, "They [staff] are always on time and are very efficient."
- Records showed staff were deployed in line with the provider's staffing requirements. There had been occasional shortfalls, however, staff who were based in the office had been trained to enable them to step in and support with care delivery where required.
- Staff received training which enhanced their knowledge. Staff we spoke with confirmed this.
- Safe recruitment practices were consistently followed. References were sought and a criminal record check was completed prior to staff starting employment in the service. This was to ensure staff were suitable to work with people living in the service.
- We observed calls bells being answered promptly and staff supporting people in a kind and caring way. We also saw staff supporting people to engage in meaningful activity throughout the inspection.