

# Northleach Court Care Home Limited

# Northleach Court Care Home with Nursing

## Inspection report

High Street  
Northleach  
Cheltenham  
GL54 3PQ

Tel: 01451861784

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09 December 2020

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Northleach Court Care Home with Nursing is a care home with nursing for up to 40 older people and people living with dementia. At the time of this inspection on 9 December 2020, there were 32 people living at the service.

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

People's individual healthcare risks were assessed and guidance was available for nursing and care staff on how to meet these needs. Nursing and care staff understood people's needs and how to assist them to protect them from avoidable harm.

The management team and provider had systems in place to assess and monitor people's health and wellbeing. A representative of the provider reviewed all incident and accident audits to ensure appropriate action has been taken.

Staff kept a record of the support they provided people. The provider and management team were taking action to ensure staff ensured incidents as well as daily notes on people's care was completed consistently.

The provider and management had ensured lessons had been learnt in relation to concerns raised by healthcare professionals. The provider had ensured management and clinical governance was appropriately implemented to ensure people's needs were being met.

The service had infection control processes and systems in place to reduce the risk of people contracting COVID-19.

Rating at the last inspection

The last rating for this service was Good (published 7 March 2020).

Why we inspected

We undertook this targeted inspection to follow up on concerns we had received about how the nursing and care staff met people's care needs and risks, including when people's needs changed. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices 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.

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.

Further information is in the detailed findings below.

## 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 were assured people risks were being assessed. Staff were ensuring people had the support and care they required to be safe.

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Northleach Court Care Home with Nursing

## **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.

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

The inspection team consisted of one inspector.

#### Service and service type

Northleach Court Care 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. The service did not have a manager registered with the Care Quality Commission.

#### Notice of inspection

This inspection took place announced.

#### What we did before the inspection

We reviewed all the information we had received about this service since the last inspection. This included information of concern, information provided by the provider and feedback from commissioners of the service and involved healthcare professionals. We used all of this information to plan our inspection.

During the inspection

We spoke with the deputy manager, two representatives of the provider, two care staff, one agency member of care staff and one agency nurse. We reviewed the care and risk assessments of six people. We reviewed a range of records relating to people's care needs, infection control and how the service supported people.

# 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 made a rating of this key question, as we only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore how the service managed people's risks associated with their health conditions, and how the service ensured people received safe care when their needs changed. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People's individual risks had been identified and assessed. Clear care plan and risk assessments were in place which provided staff with the information they need to protect people from avoidable harm. This included risk assessments in relation to moving and handling, pressure area concerns, diabetes, epilepsy and the risk of falling.
- One person was living with diabetes. There was clear guidance to care staff to monitor any sore areas of skin. Nurses had clear guidance from the person's GP into how often their blood glucose should be monitored, and the action they should take if the results were outside of the expected range. Nursing staff kept a record of when they had tested the person's blood sugar levels and any actions they had taken, such as contacting the GP. The person was also supported with medical appointments important to maintaining their wellbeing, such as foot clinic appointments.
- Where people were at risk of falls, care and nursing staff had clear information to meet their needs, including the equipment they required. Where risks had been identified, the service had considered control measures and ensured people had appropriate footwear. Staff knew the equipment people needed and ensured they prompted people if they forgot.
- One person was being cared for in bed, there was clear information on the equipment staff required to assist this person with repositioning. There was clear guidance on how often they should be assisted to be repositioned as well as the support they needed to protect them from the risk of pressure area ulcers. Staff kept a clear record of when and how they had supported people to reposition. At the time of our visit only one person had a tissue viability concern, which was healing with the support of staff and healthcare professionals.
- Care and risk assessments were in place to ensure staff could assist people who may become anxious. Staff clearly understood people's needs and when people became anxious. For example, one person could become anxious in loud and busy environments. Staff supported this person to enjoy time in quieter areas of the home. Staff observed this person and were quick to support them if they became anxious.
- The provider and management team had systems in place to monitor people's daily health and wellbeing. Information was recorded on an electronic care planning system. Each week a representative of the provider reviewed incidents, accidents and information regarding people's needs such as temperatures and weights to ensure people were receiving appropriate action. The provider and management team had discussed with staff the importance of recording, including incidents and accidents and were monitoring improvements.

- The management and provider ensured there were appropriate staff with the relevant skill mix to meet people's needs. Staff (including agency staff) told us they had all the information they needed to meet people's needs and all the support and skills they require.

#### Learning lessons when things go wrong

- The provider and management team ensured lessons were learnt when things went wrong. The service had identified shortfalls in the management of people's clinical needs and that things hadn't worked as they expected in 2020. The provider had ensured management support had been placed in the home following the departure of the registered manager.
- The provider had also arranged for a full-service improvement plan to be updated for the service. Staff views had been sought and staff were being fully involved in making improvements to the service and people's care. Staff told us they felt involved and supported.
- The service had started to have fortnightly meetings with the local GP practice which covers Northleach Court. There was a clear focus from the provider and management team to work with healthcare professionals to ensure staff could meet people's changing needs.

#### 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.