

Alcyone Healthcare North East Ltd

# Baedling Manor

## Inspection report

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## 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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# Summary of findings

## Overall summary

### About the service

Baedling Manor is a residential care home providing accommodation and personal care to up to 54 older people some of whom are living with a dementia related condition. At the time of our inspection 35 people were living at the home. Accommodation is provided across three floors.

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

People were not protected from the risk of harm. Staff did not always follow government guidance in relation to safe infection prevention and control [IPC] procedures and risk assessments did not contain specific information in relation to the potential impact to people from the COVID-19 infection.

Risk assessments were not in place to support safe indoor visits by relatives. We shared these concerns with the local authority commissioning team who liaised with the home to suspend visits until risk assessments were agreed and could be implemented.

Records confirmed staff had been recruited safely.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was inadequate (published 2 March 2021).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns received about the infection prevention and control [IPC] practices within the home and recruitment of staff. A decision was made for us to inspect and examine those risks. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

CQC have introduced targeted inspections 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.

### Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified one breach in relation to safe care and treatment at this inspection.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

#### Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will 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**

Further information is in the detailed findings below.

# Baedling Manor

## 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.

#### Inspection team

The inspection was conducted by two inspectors.

#### Service and service type

Baedling Manor 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. A new manager had been recruited since our last inspection in January 2021. They had not yet applied to register with CQC. The provider, Alycone Healthcare North East Ltd, is 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 held about the service, including the statutory notifications we had received from the provider. Statutory notifications are changes, events or incidents the provider is legally obliged to send to us. We contacted the local authority commissioning and safeguarding teams and Healthwatch to request feedback. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

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

We used all of this information to plan our inspection.

During the inspection

We observed staff practices and interactions with people. We spoke with 11 members of staff including the manager and deputy manager. In addition, we spoke with one member of staff from a 'turnaround' team who was supporting the home.

We reviewed a range of records. This included care records for six people. We looked at recruitment records for four staff and a variety of records relating to the management of infection control, including policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We spoke with the local authority to share details of our inspection findings and spoke with one relative.

# Is the service safe?

## Our findings

At the last inspection this key question was rated as inadequate. 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.

### Preventing and controlling infection

At our previous inspection a safe and effective infection control system was not in place. This was a breach of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At this inspection we found action had not been taken to improve and the provider remained in breach of Regulation 12.

- Staff did not always follow government guidance in relation to donning (putting on) and doffing (taking off) PPE. This is necessary as PPE is only effective if worn properly and put on and taken off safely.
- Some staff had not completed infection control training. These staff had been written to by management to request this training was undertaken. However, we concluded the registered provider had not placed any urgency on the importance of ensuring staff were trained in and understood safe IPC procedures during the COVID-19 pandemic.
- Government guidance in relation to the testing of staff and visitors was not followed. There were numerous gaps in the records to evidence staff had been tested on a weekly basis. In addition, head office staff were not part of the whole home testing regime for COVID-19 even though they visited the location regularly.
- Cleaning was not always taking place in line with the requirements identified by the provider. This included the cleaning of highly touched surfaces such as door handles. In addition, there was no system in place for the cleaning of resources which were used by multiple people. For example, equipment used during activities.
- Visitors were asked to complete questionnaires to check if they were displaying any potential symptoms of the COVID-19 virus. However, we read documentation which showed people had been allowed into the home even though they had indicated they were experiencing symptoms associated with the virus. In addition, some head office staff had not completed the required screening questions when visiting the home and recorded this was not applicable to them.
- Systems were not in place to support people to following social distancing guidance.

The providers failure to ensure infection control policies and procedures were followed by staff was a breach of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

### Recruitment

- Procedures were in place to ensure staff were recruited safely. This included gathering references from previous employers and completing disclosure and barring service (DBS) checks for staff.

This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>Systems were not in place to assess, prevent or control the risk of spreading infections. Staff were not following government guidance introduced to prevent the spread of infection during the Covid-19 pandemic. Regulation 12(1)(2)(h).</p>

### **The enforcement action we took:**

We imposed urgent conditions upon the providers registration.