

JN Healthcare Group Limited

Carolann House

Inspection report

902 Walsall Road
Great Barr
Birmingham
B42 1TG

Tel: 01213577600
Website: www.jnhg.co.uk

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20 August 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Good ●
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Summary of findings

Overall summary

Carolann House is a residential care home providing accommodation and personal care for two children at the time of the inspection. The service can support up to four people.

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

Systems and processes for safeguarding and whistleblowing were in place and understood by staff. People had risk assessments in place and told us they felt safe in the service. We found sufficient staff on duty to meet the needs and preferences of people. People's medicines were safely managed, and they received their prescribed medicines timely and supportively. Current government guidance for infection control was being followed.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

This was a targeted inspection that considered the Safe domain. Based on our inspection of the Safe domain the service was able to demonstrate how they were meeting how they were meeting the underpinning principles of right support, right care, right culture. Through promotion of choice and independence, person-centred care and a positive approach to behaviour management the principles of right support, right care, right culture were met

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

Rating at last inspection

This service was registered with us on 08/06/2021 and this is the first inspection.

Why we inspected

We received concerns in relation to the location providing care to children outside their registration conditions. As a result, we undertook a focused inspection to review the key question Safe only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see

the Safe section of this report.

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?

Good 

The service was safe.

Details are in our safe findings below.

Carolann House

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.

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 was carried out by one Adult Social Care Inspector and One Childrens Inspector

Service and service type

Carolann House 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.

Notice of inspection

This inspection was unannounced.

What we did before inspection

We reviewed information we had received about the service and we sought feedback from the local authority. We used all of this information to plan our inspection.

During the inspection

We spoke with one person who used the service about their experience of the care provided. We spoke with five members of staff including the registered manager, assistant manager, senior care workers, and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records. This included two people's care records and medication records. We looked at two staff files in relation to recruitment and staff supervision.

After the inspection

We continued to seek clarification from the provider. We looked at assessment records. We spoke with one relative about their experience of the care provided.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- The provider had clear safeguarding and whistleblowing systems which the staff knew how to effectively use.
- Staff received training to know how to safeguard people from abuse; they understood how to recognise abuse and action to take. One staff member told us, "Yes we have training courses to identify concerns and how to report internally and externally. Also discussed in supervisions team meetings."
- People and their relatives told us they felt safe. One person said, "Yes I feel safe."

Assessing risk, safety monitoring and management

- Risks to people were assessed and managed safely. Staff knew people's risks and told us how risks were mitigated. For example, all staff were aware of people's risks of self harm and followed people's care plans and risk assessments.
- Risk assessments were regularly reviewed to ensure that they continued to safely meet people's needs.
- People were safe from avoidable harm. A staff member told us, "We ensure we have the correct staff and the right staff for each person to know them and identify triggers."

Staffing and recruitment

- We found the provider had systems in place to ensure there were sufficient care staff to meet people's needs.
- Staff told us there was a sufficient number of staff to meet their needs and keep them safe. One person told us, "I think we have sufficient staff on shift; we never run short."
- The provider continued to recruit staff safely through the requirement of references and applications to the Disclosure and Barring Service (DBS). A DBS check enables a potential employer to assess a staff member's criminal history to ensure they were suitable for employment.

Using medicines safely

- We found the provider had systems and procedures in place to record people received their medicines as prescribed.
- Staff told us they received training before they could administer medicines and we found competency checks were completed to ensure staff were administering medication safely.
- People's records detailed how they preferred to take their medicines including clear protocols for medicines as and when needed.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Learning lessons when things go wrong

- Incidents and accidents were recorded and analysed for trends, so lessons could be learned to reduce the chance of reoccurrence.