

# Mr Robert Lambert and Mrs Brenda Lambert

# Balmoral Rest Home

## Inspection report

2 Conway Avenue  
Thornton Cleveleys  
Lancashire  
FY5 3JH

Tel: 01253852319

Date of inspection visit:  
04 May 2021

Date of publication:  
03 June 2021

## Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

### About the service

Balmoral Rest Home provides personal care for a maximum of 32 older people. At the time of our inspection there were 28 people living at the home. It accommodates people in single bedrooms, some of which have ensuite facilities. There are communal areas for the use of people living at the home, including two lounges and a dining area. There is a lift to all floors and the service is fully wheelchair accessible. The Balmoral has onsite parking and is close to local amenities.

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

Staff managed people's medicines safely and had training to assess their skills and competencies. Procedures to protect people from harm or abuse were in place. Training for infection control had been completed and regularly updated. Recruitment processes were thorough to ensure suitable staff were employed. Risk assessments were completed and reviewed to promote people's safety. The management team had a good system to ensure sufficient staff would be available to meet people's needs and stay safe. A system was in place to monitor any incidents and accidents and learn lessons from action taken.

The management team provided opportunities to assist people who lived at Balmoral to pass their views of the service they received. A staff member said, "The management are receptive and approachable at any time during this pandemic. It is reassuring." People were very complimentary about the registered manager and the Balmoral. One person said, "[Registered manager] does a sterling job we are lucky, in fact they all do, they care which is the main thing."

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 and update

The last rating for this service was good (published 08 November 2018).

### Why we inspected

The inspection was prompted in part due to concerns received about risk management, medication, staffing, recruitment, training, the care of people, the environment and governance. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We looked at infection prevention and control measures under the safe key question. We look at this in all inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

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. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

We found no evidence during this inspection that people were at risk of harm. Please see the safe and well-led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Balmoral on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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.

### Is the service well-led?

Good ●

The service was well-led.

Details are in our safe findings below.

# Balmoral Rest Home

## 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

This inspection was carried out by one inspector and a pharmacist inspection manager.

#### Service and service type

Balmoral 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 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

This inspection was announced. This was to ensure the management team were available during the inspection visit.

#### 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 commissioning and safeguarding teams. 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 Balmoral and made the judgements in this report. We used all this information to plan our inspection.

#### During the inspection

We spoke about Balmoral with six people who lived at the home, five care staff including domestic and senior staff. In addition, we spoke with the registered manager and provider. We checked staffing levels, staff rotas, training records, care records of two people and recruitment procedures. We also looked at records related to the management of the service, medication and had a walk around the building. We did this to ensure the provider had oversight of the service, responded to any concerns and led the home in ongoing improvements.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at quality assurance systems and recruitment processes.



# 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. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

### Using medicines safely

- Systems for recording, storing, auditing and handling medicines were in place that made sure people received their medicines safely.
- Records to support the safe use of controlled drugs, patches, creams and high-risk medicines were in place to help make sure they were safely handled.
- Staff had completed medicines training and had their competency assessed to make sure they had the necessary skills and knowledge.
- Information regarding people's medicines allergies was available for each person but we found this was not always listed accurately on the medicine's records; the registered manager took steps to put this right immediately on the day of inspection.
- Medicines that were prescribed as when required had recording sheets to support their safe use but these needed updating to have more person centred information about what the medicines were prescribed for. The registered manager took steps to put this right and provided evidence to confirm this.
- The medicines fridge temperature was monitored daily and was consistently in the safe range, but the maximum and minimum temperatures were not recorded as per national guidance.

### Systems and processes to safeguard people from the risk of abuse

- The registered manager provided training on safeguarding principles and staff demonstrated a good awareness of protecting people from harm or abuse. Staff were aware of the procedures to follow should they witness any abuse. One staff member said, "We do a lot of work and training around safeguarding issues."

### Preventing and controlling infection

- People were protected against the risk of infection. We completed a tour of the home and found the environment to be clean. The provider had recently had a visit from Public Health England (PHE) and had implemented minor recommendations they advised. Such as more stand sanitizing stations situated on each floor.
- The home had been awarded a five-star rating following their last inspection by the 'Food Standards Agency'. This graded the service as 'very good' in relation to meeting food safety standards about cleanliness, food preparation and associated recordkeeping.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider had processes to admit people safely to the service.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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.

#### Assessing risk, safety monitoring and management

- Risks were consistently assessed and managed. The provider had identified risks to people's health and wellbeing, within their care plans. Care plans were individual to the person and had guidance and strategies for staff on how to identify and manage their health risks.

#### Staffing and recruitment

- The management team ensured sufficient numbers of suitably qualified staff were available to meet peoples' needs. Staff confirmed staffing levels were sufficient and they were able to support people in a timely way. One staff member said, "We have enough staff to ensure people get quality care." A person who lived at Balmoral said, "There always seems plenty of staff around when I need them."
- Safe recruitment procedures we found at our last inspection were thorough and they remained the same. Staff stated their recruitment was a thorough process and they completed an induction programme prior to commencing work. One staff member recently started said, "Yes I did have all checks in place, it was a thorough process we went through."

#### Learning lessons when things go wrong

- The management team managed people's safety incidents well. They informed staff of incidents and action taken and staff told us they learnt from them. A staff member said, "We have handover meetings daily and discuss any issues and what we can learn from incidents that have happened."

# 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 the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The registered manager and management team created an open culture and encouraged people to provide their views about how the service operated. A staff member said, "Every day we have meetings so we can share our views."
- Staff spoke well of the registered manager and felt valued as members of the team. One employee said, "We have a great staff team and work well together."
- People confirmed the home was a friendly place and staff were kind and accessible. For example, one person said, "People are so friendly and spend a lot of time with me which I enjoy."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- There was a clear structure of management at the home and staff demonstrated a good awareness of their roles and duties. Staff confirmed this and felt they were clear about their responsibilities.
- The management team completed a range of audits on a regular basis. These included infection control, medication care records of people who lived at the home and medication. This supported the management team to monitor care provision and keep people safe.

Continuous learning and improving care; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The service provided a regular testing scheme for COVID-19 for all staff to follow and reduce the risk of infection. No covid-19 cases had been reported in the home.
- The management team reflected on identified issues transparently and acted to improve each person's wellbeing. For instance, they supported staff when shortages occurred at the home and maintained their safety by being available at any time.

Working in partnership with others

- The registered manager worked with health and social care professionals to share good practice and improve the Balmoral. This was confirmed by discussions with senior staff, the provider and information received from local social work professionals.

