

# Stanley House Limited

# Bowley Court

## Inspection report

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## Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service well-led?	Good ●
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# Summary of findings

## Overall summary

### About the service

Bowley Court is a care home providing nursing care for up to 20 people. It specialises in supporting people who have complex neurological needs including Huntington's Disease, acquired brain injury (for example, due to a head injury or stroke) or people with mental health needs who also have physical disabilities. Care and support are provided in one adapted building and there were 17 people using the service at the time of the inspection.

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

People's safety risks and needs had been identified and plans in place to facilitate risk reduction. Staff knew what actions to take in the event of any safeguarding concerns and were confident senior staff would take action to protect people. There were sufficient staff to meet people's safety needs, however, the manager and provider recognised additional recruitment would enable staff to support people to spending more time doing things they enjoyed. People were supported by staff who had been trained to provide them with the medicines they need to remain well.

There had been changes to staff managing the location since our last inspection. The new manager had started their application to become registered with the CQC. The manager was developing their checks to include further spot checks at different times. The provider was also reviewing accidents and significant events.

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.

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 good (report published 27 November 2020).

### Why we inspected

The inspection was prompted in part due to concerns received about staff culture. A decision was made for us to inspect and examine those risks. 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 care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 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. The overall rating for the service has remained good. This is based on the findings at this inspection.

We found no evidence during this inspection that people were at risk of harm from this concern. 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 Bowley Court 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 well-led findings below.

# Bowley Court

## 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 two inspectors.

#### Service and service type

Bowley Court 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.

At the time of the inspection the service had a manager in post but they were not yet registered with the Care Quality Commission. This means the provider is solely 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 had received about the service since the last inspection. We sought feedback from the local authority, professionals who work with the service and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

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.

During the inspection

We were unable to speak with people who use the service. We spent time to see how people were cared for by staff. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We spoke with four members of staff including the manager, nurse and care staff. We reviewed a range of records. This included two people's care records and medication records. We looked at three staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were also reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

# 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.

Systems and processes to safeguard people from the risk of abuse

- Staff demonstrated a good understanding of the different types of abuse and what approach they would take in the event of any concerns.
- The manager understood their responsibilities regarding the action to take to protect people from harm.
- The manager understood their role and responsibilities to notify the Care Quality Commission [CQC] and other organisations of any concerns about people's safety.

Assessing risk, safety monitoring and management

- Risks to people's health, safety and well-being were identified and regularly reviewed to manage people's changing needs. Staff knew how these risks affected people's safety or well-being and were aware of how to respond safely.
- People's individual risks had been assessed and care plans had been developed with the person, and/or their family involved.

Staffing and recruitment

- The provider had a safe recruitment system and full employment checks were completed before staff started to work in the service.
- There were sufficient members of staff to meet people's needs safely. We saw staff remained visible in communal areas and made regular checks on those people who preferred to stay in their rooms.
- Staff told us they enjoyed working at Bowley Court. A staff member said, "The best part about my job is working with the people, I love it here". Another staff member said, "It's not a job, residents are family, I try to treat them as I would treat family".

Using medicines safely

- People received their medicines as prescribed. There were systems in place for the safe management of medicines including the storage, ordering, administration and return of medicines.
- Staff received training to support people to have their medicines safely.

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

- Accidents and incidents were noted in the care records and referred to the manager. These records were completed and demonstrated appropriate action by staff. These were then formally reviewed for any themes or trends emerging by the manager and any required action taken.

# 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.

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

- Staff were respectful of people's individual needs and empowered them. For example, we observed staff introduce themselves and explain what was going to happen and gain consent, prior to assisting people.
- Staff and the management team promoted a person-centred and open culture. Outcomes for people were positive.
- Staff told us there was a good morale and a stable staffing team who worked well together. Staff felt the manager was approachable and listened to their ideas or suggestions for the way the service was run.
- Staff felt valued and appreciated for the work they did. They were proud to work at Bowley Court and of the positive outcomes they achieved for people.
- The manager understood the importance of people being able to stay in contact with their families and friends throughout the Covid-19 pandemic. People were supported by staff to contact their loved ones using electronic devices to ensure they could stay in contact.

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

- Since our last inspection there has been a change to management. The new manager was in the process of registering with the Care Quality Commission. Staff told us they felt able to raise any concerns with the manager and they would be acted upon immediately.
- Staff were clear about their roles, and the values upheld by the provider and manager. The manager ensured they continued to promote a culture that delivered good quality care.
- The manager monitored performance of staff through supervisions, spot checks of staff practice and sharing information in team meetings to ensure all staff were consistent in their approach to the care and support provided.
- Checks of care records and medicines took place to ensure the paperwork reflected people's good quality care. Where shortfalls were identified, the manager addressed this with their staff team to drive improvement.
- The manager understood their responsibilities to be open and transparent with people, where events had happened, we saw this was communicated with the appropriate people and external agencies.

Working in partnership with others

- The manager and their staff team worked with people, relatives and healthcare professionals to provide the best outcomes for people.
- The manager worked in partnership with external agencies to ensure people received a holistic service.