

Your Care Provider Ltd

Valley Park Care Home

Inspection report

Park Street
Wombwell
Barnsley
S73 0HQ

Tel: 01226751745

Date of inspection visit:
08 September 2020

Date of publication:
30 September 2020

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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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Valley Park Care Home is a care home providing accommodation for up to 53 older people, including people living with dementia. At the time of the inspection there were 25 people living at the home.

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

The service was safe, and people received care from staff who were safely recruited and inducted into the role. Personal protective equipment was readily available to staff and all staff were trained on how to keep people safe from the risk of infection and use PPE correctly. Through observation and discussions with staff, it was clear training was well embedded. The home was clean and tidy. There were enough staff available to keep people safe and meet their needs in a timely manner. Medicines were managed in a safe and proper way.

The registered manager was well thought of and there was effective management oversight of the quality and safety of the service. A range of audits and checks were undertaken to ensure continuous improvement of the service. These had been fully implemented since the last inspection and covered all aspects of service delivery.

Rating at last inspection

The last rating for this service was Requires Improvement (published 11 July 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns identified at the previous inspection; in respect of staffing levels, medicines management and the provider's audit processes. 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.

We found no evidence during this inspection that people were at risk of harm from these concerns.

Please see the safe and well-led section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Valley Park Care Home on our website at 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?

Inspected but not rated

Inspected but not rated

Is the service well-led?

Inspected but not rated

Inspected but not rated

Valley Park Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concerns we had about staffing levels, medicines management and the provider's audit processes. We will assess all of the key question at the next comprehensive inspection of the service.

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 undertaken by two inspectors.

Service and service type

Valley Park 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 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

We gave the service 24 hours' notice of the inspection.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. 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.

During the inspection

We spoke with 7 members of staff including the registered manager and deputy manager

We reviewed a range of records, including medication administration records (MAR's), care records, as well as information relating to the health and safety and management and oversight of the service.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 Requires Improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Valley Park Care Home. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- There were enough staff deployed to ensure people's support needs were safely met. The management team had robustly responded to findings from the last inspection about staffing levels and feedback received at this inspection was consistently positive. One resident commented, "No complaints at all, nothing to worry about. I've never been pampered so much".
- Staffing levels were calculated according to people's individual needs and feedback from people and staff was considered as part of this process.
- The registered manager confirmed all staff were safely recruited and since the last inspection they had introduced an audit system to ensure recruitment processes, as required by law, were consistently followed. We did not look at staff recruitment files as part of this targeted inspection as we had no concerns in this area.

Using medicines safely

- People received their medicines, as prescribed.
- Staff confirmed they completed training before they were able to administer medicines and received an annual review of their knowledge, skills and competence to administer medicines.
- People's medicines were ordered, stored, administered and disposed of safely, in accordance with good practice guidelines.
- The management team completed regular audits of the medicines management systems, to identify potential safety issues and ensure good practice guidance was followed. Where audits identified improvements were needed, these were acted on.

Preventing and controlling infection

- The home was clean and effective measures were in place to prevent and control the spread of infection.
- Staff had received training in infection control and personal protective equipment (PPE) such as gloves and aprons were readily available.
- Audits of the cleanliness were undertaken regularly, and any identified shortfalls were addressed effectively and in a timely way.

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 requires improvement. 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.

The purpose of this inspection was to explore the specific concerns we had about Valley Park Care Home. We will assess all of the key question at the next comprehensive inspection of the service.

Continuous learning and improving care

- The registered manager was committed to continually improving the service with the provider. They had effective audits and quality assurance systems in place. These had been fully implemented since the last inspection and covered all aspects of service delivery.
- The provider had a comprehensive set of policies and procedures. We saw these were up to date and regularly reviewed. As a result, they reflected current legislation and good practice guidance. These were readily available to staff.
- The service was well-led. Feedback about the registered manager and deputy manager was overwhelmingly positive. Staff told us they felt supported by management. They told us they were encouraged to undertake training and develop their skills. People confirmed they were well cared for. One person told us, "Staff are brilliant, I have no problems with them."
- There was an open and positive culture conducive to learning and improving care. Staff told us they felt part of a team. A member of staff told us, "We are like one big happy family here. I couldn't work anywhere better."
- The registered manager worked in close partnership with Barnsley Metropolitan Borough Council to maintain and improve standards of care.