

Revitalise Respite Holidays

Revitalise Sandpipers

Inspection report

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24 March 2022

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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

Revitalise Sandpipers provides short breaks for people living with a disability and their supporters / carers. The service offers short breaks in a relaxed, holiday style environment with a variety of trips, entertainment and activities. People who use the service are supported by a team of staff and volunteers. The service can accommodate up to 38 people. At the time of our inspection 28 people were using the service.

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

People were protected against the risk of abuse by staff who understood their responsibilities and knew how to keep people safe. The provider had robust processes to make sure staff and contractors were suitable to work with people who may be vulnerable.

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

Rating at last inspection

The last rating for this service was good (published 24 May 2018).

Why we inspected

We carried out this targeted inspection to check on a specific concern we had about how the provider ensured staff and contractors were of suitable character to work with people who may be vulnerable. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check 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.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Revitalise Sandpipers

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 Health and Social Care Act 2008.

This was a targeted inspection to check on a concern we had about how the provider ensured staff and contractors were of suitable character to work with people who may be vulnerable.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Revitalise Sandpipers is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Revitalise Sandpipers is a care home with nursing care. CQC regulates both the premises and the care provided.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was not a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is

information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

We reviewed all the information we had received about the service since our last inspection.

We used all this information to plan our inspection.

During the inspection

We spoke with four staff including the manager, trusted assessor and two care staff. We reviewed recruitment records for four recently recruited staff and checks the provider had made on the suitability of two contractors. We reviewed records of ten people's care. We also reviewed a range of records related to the management of the service including policies and procedures and staff training data.

Is the service safe?

Our findings

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

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about how the provider ensured staff and contractors were of suitable character to work with people who may be vulnerable. We will assess the whole key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse. Staff had received training to recognise abuse and understood their responsibilities, including how, when and who to report to. The provider's policies and procedures guided staff on action they should take to keep people safe.

Staffing and recruitment

- Staff were recruited safely. The provider carried out checks to ensure only suitable staff were employed to work at the home. Records we reviewed showed checks, including criminal records checks and references from previous employers, were carried out before staff started working at the service.
- The provider checked the suitability of contractors before they provided a service for people. We reviewed records related to two contractors who provided a service for people who used Revitalise Sandpipers. We saw the provider had taken steps to ensure their suitability. These included identification checks, criminal records checks, checks on their qualifications and a check on their insurance.