

GCH (Bletchley) Ltd

# Bletchley House Residential Care and Nursing Home

## Inspection report

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22 February 2017

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Good ●

Is the service effective?

Requires Improvement ●

# Summary of findings

## Overall summary

Bletchley House Residential Care and Nursing home provides accommodation for up to 44 people who are elderly and frail, some of whom maybe living with dementia. The home is owned and managed by Gold Care Homes Ltd. At the time of our inspection 22 people were using the service.

This inspection took place on 22 February 2017 and was unannounced.

The inspection was carried out by two inspectors.

Prior to this inspection we had received concerns that there was only one hoist to share between 22 people who were using the service. The service did not have a suction machine. When people were using bed rails they were not protected by bumpers. Staff had not been trained in the use of syringe drivers and end of life care.

This report only covers our findings in relation to these concerns, therefore the rating from the previous inspection remains unchanged. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for ACS Care Services Ltd on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

There was a manager in post who was in the process of registering with the Care Quality Commission (CQC).

A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Staff had access to a body hoist and a standing hoist to assist people.

A suction machine had been purchased and in place.

People were protected with bumpers when using bed rails.

People who needed a syringe driver were not being admitted as staff had not been trained in the use a new type.

Staff had received training in End of Life Care.

## 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.

There was a body hoist and a stand hoist for use by nine people.

There was a new working suction machine.

Bed rails were protected by bumpers.

### Is the service effective?

Requires Improvement ●

The service was not always effective.

Staff had not received training on the use of a new syringe driver, therefore people were not admitted who may need one.

Some staff had received training in end of life and palliative care.

# Bletchley House Residential Care and Nursing Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 22 February and was unannounced.

It was carried out by two inspectors.

The inspection was prompted by concerns raised by the Clinical Commissioning Group quality monitoring team following their visit. Their concerns were that there was only one hoist to share between 22 people who were using the service. The service did not have a suction machine. When people were using bed rails they were not protected by bumpers. Staff had not been trained in the use of syringe drivers or End of Life care.

During our inspection we checked the number of hoists in use, checked eight bedrooms of people who used bed rails to see if they had protective bumpers in place and saw a new suction machine.

We spoke with the manager, the care manager, the regional manager, a unit manager, a senior care assistant, a registered nurse and two care assistants.

We reviewed six people's bed rail risk assessment records, staff training records for end of life care, a number of emails sourcing training and equipment purchases.

## Is the service safe?

### Our findings

We found that there was one full body hoist and one standing hoist for use by nine people. Staff told us this was not a problem and did not have an impact on people who used the service.

There was another full body hoist which was broken. The manager told us this had been checked by the company who supplied the hoist and had been told a repair was more expensive than purchasing a new one.

We saw evidence that the manager had requested a new hoist in January 2017. We were forwarded emails confirming that a new hoist had been ordered by the property manager, and asking the company if it could be delivered as soon as possible.

A suction machine had been purchased and was in place in the treatment room.

We checked the beds of eight people who used bedrails; all had protective bumpers in place. One staff member said, "We always make sure there are bumpers on the rails because of safety." We looked at the bed for the one person named in the concern. They had bed rails on the profile bed and protective bumpers were in the wardrobe if needed. Staff told us, and records confirmed that they did not use the bed rails as they would be inclined to climb out of the bed.

## Is the service effective?

### Our findings

The manager and care manager told us that staff had not been trained in the use of a new type of syringe driver. Due to this they told us they would not admit any one who needed a new type of syringe driver until staff had been trained.

We saw evidence that the care manager had tried to source the training and plans were in place to access this.

One member of staff we spoke with said, "Not all of us have had formal training in palliative care, but the deputy manager has and she cascaded her knowledge and skills down to us." Another told us, "We are all having palliative care training in March."

We saw evidence that six staff members had certificates for End of Life Care training; two had a nationally recognised qualification in palliative care.