

# Lancashire Property Investment Find Limited

# Hollins Bank Care Home

## Inspection report

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## Ratings

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

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 01 May 2017. After that inspection, we received information of concern about a serious incident that had occurred at the home. As a result, we undertook a focused inspection to assess people's safety at Hollins Bank, as well as the management of the home. This report only covers our findings in relation to the leadership of Hollins Bank and the safety of those who lived there. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hollins Bank Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The inspection visit at Hollins Bank was undertaken on 06 February 2018 and was unannounced.

Hollins Bank provides care and support for a maximum of 44 older people. At the time of our inspection there were 36 people living at the home. Hollins Bank is situated in a residential area of Blackpool close to local shops and other amenities. Accommodation is provided over two floors with lift access to each floor. There is a large lounge, dining room and conservatory area. A substantial, well-maintained garden is available at the rear of the home for people's leisure.

A registered manager was in place. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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.

At the last inspection on 01 May 2017, we rated the service as Good.

Hollins Bank 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, both of which we looked at during this inspection.

During this inspection, people we spoke with told us they felt safe living at Hollins Bank. When we discussed the principles of safeguarding people against potential harm or abuse with staff, they demonstrated a good awareness.

We assessed staffing levels and skill mixes and saw these were sufficient to meet people's needs with a timely approach. A healthcare professional said they found good staffing levels and experienced no delay in being taken to visit people who lived at Hollins Bank. The registered manager obtained required checks before an employee's commencement in post to ensure staff were suitable to work with vulnerable adults.

Each person's care file held a medication care plan and risk assessment as part of the safe management of their medicines. Staff received medication training and competency testing to demonstrate they were safe to administer. A person who lived at Hollins Bank told us, "I get my medication on time, never had a problem with that."

The provider had systems to assess, monitor and mitigate potential risks to people who lived at Hollins Bank. Records included an assessment of the individual's skills, identified risks and the level of severity. The management team had also recorded actions to maintain people's safety.

Procedures the registered manager had to record and manage accidents and incidents provided a good oversight of environmental safety. Hollins Bank had a clean and tidy environment. We found infection control stations were available at various points in the home to maintain clean and safe premises.

We found the provider worked closely with other organisations to improve and develop the service. The management team checked people's views about the quality of their life at Hollins Bank. A staff member commented, "I like the fact residents come first. That is an utmost message from the manager." Staff we spoke with confirmed they were involved in the development of the home and encouraged to raise any concerns.

Throughout our inspection visit, we found the registered manager was very visible about Hollins Bank. They fostered a calm, relaxing atmosphere and we saw staff were happy and smiling in their duties.

The registered manager had a range of audits to monitor quality assurance and maintain people's safety. These were reviewed to assess the effectiveness of treatment and interventions used in order to mitigate potential risks.

## 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 remains safe.

### Is the service well-led?

Good ●

The service remains well-led.

# Hollins Bank Care 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 was planned to check 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.

We undertook an unannounced focused inspection of Hollins Bank on 06 February 2018. This inspection was undertaken because we received information of concern about a serious incident that had occurred at the home. The team inspected the home against two of the five questions we ask about services: is the service safe and well-led? This was because we wanted to assess people's safety at Hollins Bank, as well as the management of the home.

The inspection team consisted of two adult social care inspectors.

Before our unannounced inspection, we checked the information we held about Hollins Bank. This included notifications the provider sent us about incidents that affect the health, safety and welfare of people who lived at the home. We also contacted other health and social care organisations such as the commissioning department at the local authority and the Clinical Commissioning Group. This helped us to gain a balanced overview of what people experienced living at the home.

Additionally, we spoke with a range of individuals about Hollins Bank. They included seven people who lived at the home, a relative and a visiting healthcare professional. We also discussed the home with four staff members and the registered manager. We observed care and support in communal areas and looked around the building to check environmental safety and cleanliness. This enabled us to determine if people received the care and support they needed in an appropriate environment.

We also spent time reviewing records. We examined care records of five people who lived at Hollins Bank. This process is called pathway tracking and enables us to judge how well the home understands and plans to meet people's care needs and manage any risks to people's health and wellbeing. We checked staff training and support documents. We reviewed recruitment records related to the only staff member who had been employed since our last inspection. We also looked at documentation relevant to the

management and safety of Hollins Bank.

# Is the service safe?

## Our findings

This inspection was undertaken because we received information of concern about a serious incident that had occurred at Hollins Bank. As a result, we undertook a focused inspection to assess people's safety at the home.

People who lived at Hollins Bank expressed they felt safe and comfortable. One person said, "There is a lot of staff around, so yes that is probably why I feel safe." Another person commented, "I do feel safe here, even at night." A healthcare professional told us they had no concerns about people's safety when they visited the home.

When we discussed the principles of safeguarding people against potential harm or abuse with staff, they demonstrated a good awareness. They understood how and who to notify if they had any concerns about poor practice. One staff member told us, "I would whistleblow if I had any concerns straight away. The numbers are all over the home, so I know who to report to and how." We found the registered manager underpinned staff skills with relevant, up-to-date training.

We assessed staffing levels and skill mixes to check these were sufficient to meet people's needs with a timely approach. The registered manager told us they had increased staffing levels, particularly at night, since the incident occurred. They added this was, "Just to keep people safe and give added reassurance." Rotas we looked at confirmed there was a senior staff member on each shift to oversee safe care delivery. Additionally, there were adequate care staff and ancillary personnel, such as a cook and domestic staff. People told us staff supported them quickly when they required support and had the time to sit and talk with them. One person commented, "I press the bell quite often and they do come near enough straight away." A staff member said, "Staffing is fantastic. I also like the 08:00-20:00 shift. It means I get to see things through to the finish and it helps us better understand the residents."

Turnover of staff at Hollins Bank was low and we saw there had been only one employee recruited since our last inspection. The registered manager obtained references and criminal record checks from the Disclosure and Barring Service prior to the employee's commencement in post. Records included an outline of the staff member's employment history, skills and experience. Following recruitment, we saw staff had induction training to assist them to settle into their role.

Each person's care file held a medication care plan and risk assessment as part of the safe management of their medicines. We observed staff concentrated on one individual at a time when they administered their medicines and explained the purpose of each tablet. They signed the medication chart afterwards to evidence the completion of people's medicines administration. Recordkeeping and procedures we looked at evidenced staff followed the National Institute for Health and Care Excellence guidelines. For instance, there were no missing signatures and handwritten entries were countersigned to confirm information was correct.

Medicines, including controlled drugs, were stored securely and within a clean environment. The registered

manager frequently undertook auditing of all medication procedures to ensure people received their medicines safely and on time. Additionally, staff had related training, which was regularly updated and strengthened with skills competency testing. A staff member explained, "[The registered manager] supervised me to check I was safe."

The registered manager had introduced a new electronic system for people's care records, including care planning and risk assessment. Although we found these continued to require development, each person's paper records were utilised to ensure staff were fully guided to their requirements. These covered, for example, fire safety, mobility, pressure area care, mental and physical health, medication and nutrition. The documents included an assessment of the individual's skills, identified risks and the level of severity. The management team had also recorded actions to maintain people's safety.

Risk assessment procedures were underpinned by effective communication practices at Hollins Bank. For example, the registered manager had purchased a number of electronic pads, which were connected to the care recording system. This would enable staff to document multiple events at the time they occurred, such as fluid/food intake, personal care and healthcare visits. The registered manager told us they introduced this system following a review of lessons learnt. A staff member said, "It's really good communication here, we talk about every little thing. Our handovers are very, very detailed. I think they're brilliant and very helpful."

We found systems the registered manager had to record and manage accidents and incidents were highly developed. They provided a good oversight of what happened, actions taken and what could have been done differently to improve people's safety. Documentation we looked at was in-depth and evidenced the management team reviewed incidents and introduced measures to reduce the reoccurrence of risks. The registered manager displayed their 'analysis of care' audit in the lobby for people who lived at Hollins Bank and visitors. This assessed the frequency of, for example, falls, infections and pressure ulcers. The occurrence of these was low because care delivery had improved people's lives.

Hollins Bank had a clean and tidy environment and the provider was in the middle of an extensive refurbishment programme. For example, they had installed a new kitchen. We found infection control stations were available at various points in the home, which contained hand-wash, gloves and aprons. This assisted staff to maintain a clean and safe environment. One staff member told us, "The PPE (Personal Protective Equipment) is fantastic. Everything is there wherever you need it." Window restrictors were in place to reduce the risk of potential harm or injury to people who lived at the home. The service's electrical, gas and legionella safety certification was up-to-date to protect everyone from unsafe premises.



# Is the service well-led?

## Our findings

This inspection was undertaken because we received information of concern about a serious incident that had occurred at Hollins Bank. As a result, we undertook a focused inspection to assess the management of the home.

Following this incident, we saw the registered manager was working with the local authority to improve key systems at Hollins Bank. For example, they had implemented a new electronic approach to recordkeeping following lessons learnt. This enabled staff to document events as they happened, such as personal care and assistance with nutrition. We found the provider worked closely with other organisations to improve and develop the service. This included external healthcare professionals, advocacy and Independent Mental Capacity Assessors. A visiting district nurse told us when they gave instructions to staff they found these were consistently followed up when they returned.

There was a registered manager responsible for the oversight and day-to-day management of Hollins Bank. People told us they found the home was well led and the management team kept them up-to-date. One relative said, "[My family member] is well looked after. They keep me informed of any changes that occur." A visiting healthcare professional described Hollins Bank as a good home because staff were caring and it was well organised.

Throughout our inspection visit, we found the registered manager was visible about Hollins Bank. They had the time to complete their management responsibilities as well as supporting staff and talking with people and their relatives. Staff we spoke with confirmed this was the case. A visiting healthcare professional said the management team and staff were knowledgeable about people who lived at the home and their support requirements. We observed a kind, caring approach when the registered manager engaged with those who lived at the home.

The registered manager worked transparently with those who lived at the home, relatives and visiting healthcare professionals. For instance, they displayed information in the front lobby that showed treatment outcomes and people's experiences of care delivery. The management team further checked their views about the quality of their life at Hollins Bank. We saw from the last satisfaction survey 100% of responses were positive about their care and support. Comments seen included, 'The home is very clean,' 'The care home is run smoothly,' and, 'The staff and management are well good.'

We found the home had a calm atmosphere and staff were happy and smiling in their duties. They told us the management team was supportive and assisted them in their duties. One staff member commented, "The registered manager is very accommodating. She's been really helpful to me with personal issues." Staff said they enjoyed working at Hollins Bank following improvements made over the last two years, which they felt involved in. This staff member added, "It's massively different, [the registered manager] is a fantastic manager. She has turned this place around and so have we." Another staff member commented, "Very good manager who is supportive."

Staff we spoke with confirmed they were involved in the development of the home and encouraged to raise any concerns. The registered manager held regular team meetings and we reviewed minutes from the most recent one. This focused on, for instance, staff care approach, housekeeping and equipment. The registered manager demonstrated they valued staff by giving them positive feedback about their work. A staff member commented, "We're a great team and we all work well together."

We found the registered manager had a range of audits to monitor quality assurance and maintain people's safety. These covered, for example, the environment, medication, nutrition, infection control, recordkeeping and safeguarding. The registered manager further analysed various procedures, such as accidents and pressure ulcer management. These were reviewed to assess the effectiveness of treatment and interventions used in order to mitigate potential risks. Consequently, we found, for example, this meant the number of pressure ulcers had reduced to zero over the last year.

The service had on display in the reception area of the home their last CQC rating, where people who visited the home could see it. This is a legal requirement from 01 April 2015.