

Meridian Healthcare Limited

The Beeches

Inspection report

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Date of inspection visit:
25 February 2021

Date of publication:
11 March 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

The Beeches is a residential care home providing personal care for 30 people at the time of the inspection. The service can accommodate up to 32 people. The Beeches is a purpose built establishment, situated to the rear of another residential care home. Accommodation is provided on two floors with stairs and a passenger lift between the floors and bedrooms are single occupancy with ensuite facilities.

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

The service completed various risk assessments and care records to mitigate risk to individuals where possible. Staff had completed a variety of training in relation to falls management and there were clear policies and procedures which guided staff on what action they needed to take. Hospital passports were in use, in line with national initiatives to improve communication for those who needed to be admitted to hospital, and improve outcomes in these circumstances.

The home was clean and staff were following current guidance in relation to infection prevention and control practice. Staff completed a variety of training in the use of PPE and good infection control practice and signage regarding good hand hygiene, social distancing and PPE was displayed throughout the home. The home was proactive in supporting people to maintain contact with their families, following current guidance, which included window visits and a visiting pod as well as video calls and phone calls.

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 01 March 2018).

Why we inspected

We undertook this targeted inspection to check on a specific issue that had been raised following an Inquest into the death of a person living at The Beeches following a fall. The overall rating for the service has not changed following this targeted inspection and remains good.

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 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 coronavirus and other infection outbreaks effectively.

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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

The Beeches

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.

This was a targeted inspection to check on a specific issue that had been raised in relation to the management of falls. 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 undertaken by one inspector.

Service and service type

The Beeches 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

This inspection was unannounced.

What we did before the inspection

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. We reviewed information we had received about the service since the last inspection including all information we held in relation to the Inquest which had prompted this

inspection. We sought feedback from the local authority and professionals who work with the service. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with seven members of staff, including the deputy manager, area director and other members of the management team and care staff. We reviewed a range of records. This included three people's care records, handover records and information from accidents and incidents, together with analysis and lesson learnt. We completed checks of the premises to ensure it was clean and good infection prevention and control practice was being followed.

After the inspection

We reviewed documentation the service had sent including policies and procedures in relation to infection prevention and control and falls management.

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. 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 check a specific issue in relation to falls management. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People had individualised risk assessments and care plans. Risk assessments considered individual risk and other contributory factors, such as high-risk medicines and people's capacity to understand potential risk, as part of these assessments .
- Care plans provided detail about what staff should do to mitigate risk as much as possible which included information about assisted technology and equipment required. This information was readily accessible to staff in handover records and other care records.
- Staff had completed a variety of training in relation to supporting people with falls which included falls awareness training, training around equipment and medicines, safer people handling, emergency procedures, and first aid and life support. Policies and protocols in relation to falls were clear and readily available to staff. Records demonstrated staff were following the service's policies in relation to when people had accidents.
- When people had fallen or had an accident this was investigated by staff. Work was completed to learn lessons from accidents, take steps to mitigate risk to the individual and share learning across the organisation.
- Hospital passports were in place for people living at The Beeches and the home used the red bag scheme to support people who needed to be admitted into hospital. The hospital passport contained relevant information about the individual's current needs, a brief medical history, as well as important contact details and other relevant information about a person's preferences.

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.

