

# London & West Investments Limited Brooklands Nursing & Residential Home

## Inspection report

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

## Overall summary

### About the service

Brooklands Nursing & Residential Home is a care home that provides personal and nursing care for up to 70 older people. The service is delivered over three floors one of which is dedicated to people living with dementia. It is purpose built and all floors are serviced with a lift. There were a number of communal areas and an accessible garden. At the time of this inspection there were 62 people receiving the service.

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

We received very positive feedback about the service provided from people, relatives, staff, and an external healthcare professional. One relative told us, "I'd have absolutely no hesitation at recommending Brooklands, and I'd want it for my care. My [family member] is very lucky to be there."

Systems were in place to help staff minimise risks to people. Staff understood the identified risks to people and followed guidance in place to keep them safe.

Measures were in place to manage the risks of COVID-19 including policies and risk assessments. Staff told us they had access to sufficient personal protective equipment (PPE) and had received training on how to keep themselves, and others, safe from the risks of COVID-19. The provider had robust contingency plans which could be implemented in the event of an outbreak.

The provider and registered manager had effective systems in place which helped ensure that staff delivered a service that met people's needs and kept them safe.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 25 April 2017).

### Why we inspected

The inspection was prompted in part due to concerns received about the safety of people at the service, and how staff and the registered manager treated people. A decision was made for us to inspect and examine those risks. We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well-led sections of this full report.

The overall rating for the service has not changed following this targeted inspection and remains good.

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 COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for

Brooklands Nursing & Residential Home on our website at [www.cqc.org.uk](http://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?**

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**

### **Is the service well-led?**

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**

# Brooklands Nursing & Residential Home

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about the safety of people at the service, and the attitude of staff and the registered manager.

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 carried out by two inspectors

#### Service and service type

Brooklands Nursing & Residential 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.

Inspection activity started on 25 October 2021 when we visited Brooklands Nursing & Residential Home and ended on 2 November 2021.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included information about incidents that the provider must notify us about. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with three people who used the service and three other people's relatives about their experience of the care provided. We spoke with six staff members. These included the registered manager, two senior care workers, a care worker, and a lifestyles co-ordinator. We also spoke with a healthcare professional who regularly visits people at the service. We viewed a range of records including four people's care records. We also viewed a variety of records relating to the management of the service, including survey results, audits, and responses to complaints.

# 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 concern we had about people's safety. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People and relatives told us they trusted staff. One relative told us, "I've never had a moment when I've felt anxious or concerned. My [family member] is one of the most precious things to me. To trust my [family member's] care to someone is such a big thing."
- Staff had completed assessments of potential risks to people. These were regularly updated. This meant staff always had guidance on how to meet people's current needs. These included risk of falling, weight loss, and risk of acquiring pressure sores. Risk assessments and care plans provided sufficient guidance for staff to follow to minimise identified risks. One relative said, "I'm protective [of my family member] and very fussy. [Staff] are very good with [my family member]. They know her ways and everything about her."
- Records did not always show staff supported people to reposition in-line with their care plans. However, staff told us they had done this. Outcomes for people were good and managed people's skincare well. Staff sought external healthcare advice when needed. A healthcare professional told us that staff were very proactive and looked after people extremely well.
- People had access to appropriate equipment that helped keep them safe. For example, pressure relieving mattresses to maintain skin integrity, and hoists to help people move safely.
- The registered manager and management team supported staff and checked they were supporting people in a safe way. One staff member told us, "The registered manager is popping in checking and making sure we have everything we need. She takes a lot of interest in what's going on."
- The registered manager reviewed falls, infections, wounds, and other incidents in the home to look for any themes or trends and ensured any additional actions to reduce risk, were taken.
- During our inspection call bells were answered quickly and people and staff told us this was usually the case.

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.



# 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 good. 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 check a specific concern we had about how staff and the registered manager treated people. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The provider and registered manager had effective systems in place that helped ensure staff delivered a service that met people's needs and kept them safe. For example, the registered manager carried out various audits. These included regularly analysis of incident reports for themes and trends.
- We received very positive comments about the registered manager and staff team. One relative told us the registered manager was, "Very approachable. When you ask for something to be done, she is onto it straight away." Another relative said, "She's the gentlest, kindest lady. All the staff go above and beyond. They're all amazing."
- Staff were clear about their roles and knew when and how to raise any concerns. The registered managers provided good leadership to the team. Staff were well supported and held to account for their performance when required. There was effective communication in place to ensure staff were kept up to date with any changes in people's needs.
- All the staff we asked said they would be happy with a family member receiving care at this service. One staff member said this was because of, The nature of the staff. It's genuinely from the heart, I don't think you can get a better set of care staff."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People and their relatives views on the service were sought formally, through surveys and meetings, as well as more informally during day to day contact. The last survey was carried out in August 2021 when 36 people and 19 relatives completed the survey. The results were very positive. For example, 100% of respondents said that people were treated with kindness, compassion, dignity and respect and that staff provided people with the care they need.
- Staff had opportunities to discuss their views on the service formally through surveys and supervision, and informally on a day to day basis. Staff felt well supported by the provider and registered manager. One staff member praised the provider's awards programme. They told us, "It makes me feel more appreciated." Another staff member told us how supportive the registered manager had been. They said, "With that care of staff, we give back a lot and that's why the care of the residents is so good."
- Records showed the registered manager responded promptly to concerns and complaints.

- Due to the COVID-19 pandemic, visitors to the service was by appointment only. Relatives told us they found the system for booking appointments simple and had always been able to book an appointment. They commented on how welcoming the registered manager and staff were.
- Relatives said staff had enabled them to communicate with their family members when they had been unable to visit. One relative said, "They were marvellous and in touch all the time. Although I was far away, I felt very close." Another relative said, "If something's happening [with my family member, staff] will let me know."

#### Working in partnership with others

- Staff worked in partnership with external healthcare professionals to ensure that people received the care they needed.