

# Blue Ocean Brookwood Limited

# Brookwood Manor

## Inspection report

Holbrook Hall Park  
Little Waldingfield  
Sudbury  
Suffolk  
CO10 0TH

Tel: 01787736372  
Website: [www.qualitas-healthcare.com](http://www.qualitas-healthcare.com)

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## Ratings

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

# Summary of findings

## Overall summary

### About the service

Brookwood Manor is a country manor which has been adapted into a residential care home. It provides personal care for up to 28 people, aged 65 and over and many of whom live with dementia. At the time of inspection, 5 people were living in the home.

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

Since our last inspection of the service 17 people have left or found alternative accommodation with the support of the local authority. The remaining people have all been accommodated on the ground floor. This action has enabled people to be safer than we previously found because staff were more visible and frail people living with dementia did not have access to the staircases.

The shaft lift had been condemned and the weights removed so it could not be used. This meant that people could not access floors one and two. The lack of maintenance of the shaft lift means that people could not access any bathing facilities. There was no usable bathing or shower facilities on the ground floor.

Previously we reported that people had to endure times when the heating had failed or been ineffective. The reliability of heating was still in question as it had failed again but had been remedied quicker this time. On our visit all parts of the home were warm.

The provider continued not to have a registered manager in place. However, the same manager on a short-term contract from our last inspection was still in post. For people this meant they had someone in charge who was competent and had got to know them and their needs.

We were more assured the provider was doing all that was practical to ensure people were protected from the risks of acquiring infections, including COVID-19. The service was more consistently following Government guidance about how to operate safely during the COVID-19 pandemic, this included the wearing of personal protective equipment [PPE], cleaning regimes, social distancing and ensuring staff were provided with designated areas for putting on and taking off their PPE.

Risks to people's health, welfare and safety had improved with action taken to reduce the risk of harm. This included the risks to people in the event of a fire, acquiring infections, legionella risks, risks to people of scalding from exposure to hot water pipes and unguarded radiators and risks of falls.

### Rating at last inspection

The last rating for this service was Inadequate. (Published 12 February 2021). A targeted inspection was completed on 9 March 2021.

At our previous inspection in December 2020, we found shortfalls in the management of risk to people's safety and welfare, staff and governance of the service. The service was rated inadequate and placed in

special measures.

We have been monitoring closely and liaising with partner agencies. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found degrees of improvements had been made.

#### Why we inspected

We undertook this targeted inspection to follow up on specific concerns relating to health and safety such as access to a shaft lift, bathing facilities and risk of infection including Legionella and COVID-19. A decision was made for us to inspect and examine those risks.

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.

We found evidence during this inspection that people were at potential risk of harm. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Brookwood Manor on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection.

We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified continued breaches in relation to safe care and treatment. Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

#### Follow up

We will meet with the provider following this report being published to discuss how they will make changes to ensure they improve their rating to at least good. We will work with the local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

#### Special Measures

The overall rating for this service remains 'Inadequate' and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe. And there is still a rating of inadequate for any key question or overall rating, we will act in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Brookwood Manor

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider was keeping people safe. We will assess all the key questions at the next comprehensive inspection of the service.

#### Inspection team

This inspection was undertaken by two inspectors. One being an assistant inspector.

#### Service and service type

Brookwood Manor 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 did not have a manager registered with the Care Quality Commission. This position had been vacant since 2019. This means that only the provider is 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

Prior to our inspection we reviewed information we held about the service. This included any safeguarding referrals and statutory notification that had been sent to us. A notification is information about important events which the service is required to send us by law.

The provider had not completed a provider information return (PIR) as we had not requested one. This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make.

As part of planning we sought feedback from other agencies such as the Local Authority and we used this information to plan our inspection.

#### During the inspection

We spoke with four members of staff, a contract person working at the service. We observed staff and people's interactions to help us understand the experience of people who could not talk with us. We examined maintenance and servicing records, requested parts of care plans and some policies.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We also requested documents be sent to us.

# 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 Inadequate. 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 explore the specific concerns we had about Brookwood Manor. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

At our last inspection the provider had failed to robustly assess the risks relating to the health safety and welfare of people. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

There had not been enough improvement at this inspection and the provider remained in breach of regulation 12.

- On day two of our last inspection the shaft lift stopped working. This was a known issue for several months and had been reported to CQC previously. A lift engineer report dated 22 February 2021 found serious concerns which identified a risk of people becoming trapped if they used the lift. No prompt action to remedy this ongoing risk had not been taken. People and staff were placed at ongoing risk. However, on 20 May 2021 a lift engineer had visited and removed the weights to ensure the lift could not be used. This meant there was no access to the first and second floor by shaft lift.
- The premises were not suitable to meet the needs of people because there was no bathing or shower facility for people on the ground floor. On the day of our visit two workmen were in a room that had been taken back to brick and plaster and were digging up the drains. We were informed that this was to become a wet room for those people on the ground floor. This meant that currently people, some of whom were incontinent had to suffice with a strip wash at a hand basin. This also posed a significant lack of dignity.
- Measures to prevent or minimise the risk of falls and access to stairs had been recently taken. Waist high gates had been placed at the bottom of the grand staircase and the back stairs. There remained three steps to three bedrooms on the ground floor, so those people accessing them needed to be fully mobile and capable.
- The risk of scalding from the exposed radiators and hot water pipes we found in bedrooms and bathrooms had been addressed as these had been boxed in. However, we had to point out the risk of boxing in oil filled radiators that were used as additional heating in bedroom. There is an increased risk of the thermostat not working.
- Action had been taken to address deficiencies identified by Suffolk Fire Service who visited in December 2020. There was an effective evacuation plan in place that staff were trained in. This meant people were at reduced risk in the event of fire.
- A Legionella report dated 11 January 2021 identified four defects that had required immediate attention. We found action had been taken to mitigate the risk of harm to people. There was now better understanding of safe water systems.



## Preventing and controlling infection

- At our last inspection we were not assured that infections could or would be prevented or controlled. At this inspection we found improvement had been made.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We recommended the provider make changes to hygiene practices based on current best practice guidance.
- 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 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.