

Prime Life Limited

Sandybrook

Inspection report

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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

Sandybrook is a residential care home providing accommodation for up to 25 adults, who require assistance with personal care needs. The home accommodates people across two floors. A large number of people living in the home are living with dementia. The service was supporting 15 people at the time of the inspection.

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

During the inspection, we had concerns about the recruitment processes for some of the staff members working with people. Additional checks were made during the inspection and the provider wrote to CQC to outline what further measures were to be implemented to ensure all staff members were safe to work with vulnerable people. We have made a recommendation about this that can be seen in the 'Safe' section of this report.

There were enough suitably trained and supported staff to care and support people. We saw staff engaged with people and treating them with kindness, respect and compassion. We saw some good interactions with those who lived at the home and people were assisted in an appropriate manner.

The premises were clean and well maintained throughout. A safe and hygienic environment was provided for those who lived at the home. People were protected from the risks of transmitting Covid-19 and other infectious diseases because staff complied with the use of personal protective clothing and equipment. Processes to manage infection control were robust.

Some care plans and a dietary check list did not reflect the proper position around some people's dietary requirements. We have made a recommendation about this that can be seen in the 'Safe' section of this report.

Rating at last inspection

The last rating for this service was Requires Improvement (published 16 September 2020).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about staffing, infection prevention control measures and people's dietary requirements. 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 found no evidence during this inspection that people were at risk

of harm from these concerns.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Sandybrook on our website at 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.

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 as 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

Sandybrook

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of specific concerns we had about recruitment and training of staff, infection control measures and people's dietary requirements. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by an inspector and an assistant inspector.

Service and service type

Sandybrook 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

The inspection was unannounced.

Inspection activity started on 5 January 2021 and ended the same day.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and spoke with people who had experience of the service.

We had also requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

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.

During the inspection

We spoke with the acting deputy manager, two members of staff, a provider representative and two people who used the service. We also considered four staff recruitment files and four people's care records.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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

Staffing and recruitment

- Whilst the provider had a recruitment procedure, on occasions, this was found to be ineffective. In two of the four files we considered, some pre-recruitment checks were incomplete. This meant staff may not have been safe to work with vulnerable people. All other checks such as criminal record checks, had been completed before staff started work.
- The provider responded during and after the inspection to these concerns. After the inspection, they confirmed in writing the actions required to ensure staff were safely recruited.

Although we found no evidence that people had been harmed, we recommend the provider thoroughly reviews its recruitment processes to ensure they are compliant with legislation and best practice.

- There were enough appropriately trained and experienced staff available to provide care to safely meet people's needs. Staffing rotas supported there were sufficient staff to care and support people effectively.
- We observed people with staff and they appeared comfortable with each other. It was clear positive and supportive relationships existed in the service.

Preventing and controlling infection

- The provider had safe and effective infection control procedures. We noted all areas of the home were clean and tidy. There were no malodours.
- Personal protective equipment was available around the building. We saw staff make use of this to ensure correct practices were followed to reduce the risk of infection and contracting diseases such as Covid-19.
- The kitchen and food preparation areas were clean.
- Staff received training and audits were undertaken to ensure standards were maintained. This meant people were protected from the risks of poor infection control.

Assessing risk, safety monitoring and management

- Records around some risks to people's health and wellbeing were not always properly documented. For example, records were not always up to date to ensure that people received the correct diet.
- We looked at two people's records which highlighted a risk of choking. Although we were satisfied people were receiving their food in a way that was consistent with their condition, the records were misleading or out of date. Kitchen staff were relying on verbal accounts from senior care staff in order to ensure people

were supported safely.

- The provider representative said that during the pandemic they had not been able to complete audits of care file as regularly as they had wished. During inspection, they took steps to ensure the files were update to reflect the proper position so all staff had an accurate guide of people's requirements.

Although we found no evidence that people had been harmed as a result of these issues, we recommend the provider thoroughly reviews its processes for assessing and recording dietary requirements to ensure they are consistent with best practice.