

RochCare (UK) Ltd

Pendle Brook Care Home

Inspection report

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Date of inspection visit:
19 January 2021

Date of publication:
10 February 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

Pendle Brook is a residential care home providing accommodation for up to 50 adults, who require assistance with personal care needs. The home accommodates people across three floors. A number of people living in the home were living with dementia. The service was supporting 28 people at the time of the inspection.

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

We looked at infection prevention and control (IPC) 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. During the inspection, we had some concerns about IPC processes that required action to ensure risks were minimised. Processes to manage infection control were not as effective as needed to be in the circumstances of a national pandemic. Despite this, the home was clean and tidy.

People were supported appropriately and the service let us know about events with people when there was a statutory obligation to do so. When we looked at some of these, we noted some really good practices but in one case, lessons had not been learned and there was a risk of an issue being repeated. The service put the situation right by the end of the inspection.

Recruitment processes were robust and 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.

People said they enjoyed their meals. We observed a lunch time sitting and noted people were eating high quality food, there was plentiful supply and there was choice. People were encouraged appropriately and there was a light hearted atmosphere in the dining room.

Rating at last inspection

The service had not been inspected previously.

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.

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 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?

We have not provided a rating for this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Pendle Brook Care Home

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 of staff, infection control measures, notifiable incidents and people's dietary requirements. We will assess all key question when we complete a comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Pendle Brook 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

The inspection was unannounced.

Inspection activity started on 19 January 2021 and ended the same day.

What we did before inspection

We reviewed information we had received about the service since registration with CQC. 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 deputy manager, two members of staff, a provider representative and two people who used the service. We also considered five staff recruitment files and five 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.

This service had not been inspected previously. As a result, we have not applied a rating for this key question and we 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 Pendle Brook. We will assess all of the key question at the comprehensive inspection of the service.

Preventing and controlling infection

- The provider had not consistently followed their own infection prevention and control procedures. This may have exposed people to an increased risk of infection.
- There were insufficient controls in place to help ensure visitors followed safe infection control procedures.
- Processes in place to protect people and staff, needed to be improved. There was insufficient provision for the disposal of Personal Protective Equipment (PPE) such as aprons, masks, gloves and visors.
- We found one room set aside for the storage and the donning and doffing of PPE, that was not fit for purpose and was a potential infection control risk. The room had a water leak that was beyond the control of the registered provider and during the inspection a more appropriate area was found.

We found no evidence to demonstrate people were affected by unsafe infection control practices. However, people were placed at risk of potential harm, as systems were not sufficiently effective to prevent the potential risk of infectious disease transmission.

This was a breach of regulation 12 (1) Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- The environment was clean, hygienic and pleasant smelling throughout. The kitchen and food preparation areas were clean with new modern appliances.
- Staff demonstrated compliance with use of essential PPE.

Assessing risk, safety monitoring and management, Learning lessons when things go wrong

- Records around risks to people's health and wellbeing were properly documented. In addition, most records were up to date to ensure that people received the correct care and support they required.
- We looked at five specific incidents the registered provider had a statutory duty to inform us about. In doing this we also looked at five people's care plans and documentation. In four of the cases we were satisfied with the actions of staff and that the service had acted appropriately. In one of those cases, staff had quickly intervened to prevent people being harmed.
- In one of the five cases, we noted lessons had not been learned around a potential area of risk. This related to people having the potential to access things that may be harmful. During the inspection this matter was quickly resolved.

Staffing and recruitment

- The provider had a robust recruitment procedure that was followed by senior staff who had responsibility for recruiting staff to work with vulnerable people.
- In the five files we considered, there were checks with previous employers, criminal records and qualifications that had been completed before staff started work. This meant there were appropriate checks on new staff to ensure they were suitable to work in the home.
- There were enough appropriately trained and experienced staff available to provide care to safely meet people's needs. Observations at inspection and staffing rotas supported there were sufficient staff to care and support people effectively.
- There were sufficient staff to support people effectively at meal-times. We received positive comments about the quality of food and the amount of choice. One person said, "The food here is first rate" and another put their 'thumbs up' when asked how their meal was.
- Staff at all levels had access to services and support around their well-being and practices. The provider representative said this was especially important because of the stresses care staff endured in the pandemic and a specialised counselling service had been provide for staff that they could attend if they felt they would benefit from receiving this.