

Knowle Care Home Limited

The Knowle Care Home

Inspection report

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Date of inspection visit:
17 November 2020

Date of publication:
08 December 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

The Knowle Care Home is a care home providing personal care to 24 older people at the time of our inspection. The service can support up to 32 people in single bedrooms. Accommodation is provided over two floors accessible by a passenger lift, with various communal spaces for people's comfort. The Knowle Care Home will be referred to as The Knowle within this report.

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

The management team had effective procedures to assess, monitor and maintain a safe environment. People said they felt safe and comfortable. One person stated, "I'm safe and happy. I feel alive here." The registered manager maintained good standards in the safe management of people's medicines. There were good stocks of Personal Protective Equipment (PPE), which staff used correctly. People said staffing levels were sufficient to meet their needs.

People and relatives told us they felt staff were keen to optimise their wellbeing during the pandemic and that their voice mattered. People, staff and relatives were very complementary about the registered manager. One person said, "She's always a good, kind manager, she never changes."

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was good (published 12 February 2019).

Why we inspected

We received concerns in relation to medication administration, care planning, falls management and infection control. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Knowle Care Home on our website at 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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

The Knowle Care Home

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. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

This inspection was carried out by one inspector.

Service and service type

The Knowle 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

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority commissioning and safeguarding teams. 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 Knowle and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke about The Knowle with three people, a relative, four staff and the registered manager. We walked

around the building to carry out a visual check. We did this to ensure The Knowle was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We did this to ensure the provider had oversight of the home, responded to any concerns and led The Knowle in ongoing improvements. We checked care records of three people and looked at staffing levels, recruitment procedures and training provision.

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. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

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

- The management team had effective procedures to assess, monitor and maintain a safe environment. They assessed systems and implemented measures to mitigate risks to people, including falls management.
- The registered manager stated they were constantly learning and adapting during the pandemic. They added, "It's just one massive rollercoaster, I'm still learning every day, so it's about readjusting yourself every time."

Systems and processes to safeguard people from the risk of abuse

- Staff demonstrated a good awareness of measures to protect people from the risk of harm or abuse. People told us they felt secure and comfortable. One person said, "I feel happy and safe."

Using medicines safely

- The registered manager maintained good standards in the safe management of people's medicines. Staff were able to describe good practice and had training to underpin their skills.

Preventing and controlling infection

- The registered manager implemented extensive infection control protocols to strengthen procedures during the current pandemic. This included contingency plans to manage an outbreak, as well as new admission, testing, visiting and recruitment policies.
- There were good stocks of Personal Protective Equipment, such as disposable gloves, masks and aprons, which staff used correctly. We observed the environment was bright and clean.
- People and their relatives confirmed staff consistently wore PPE appropriately. One person said, "It's always been the same, they wear the masks. I understand why, it keeps me safe." A relative commented, "They helped us understand how to wear all the PPE and why this is important."

Staffing and recruitment

- The Knowle had a calm, relaxed environment with sufficient staffing to retain people's safety. Staff told us they had additional time to enhance contact and engagement with people. A staff member added, "We have more time for one-to-one on top of care to help them interact more."
- The manager used the same, safe recruitment procedures we found at our last inspection. Staff confirmed they commenced in post after the provider received their required checks.

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. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The Knowle had a calm, welcoming atmosphere. People and relatives told us they felt staff were keen to optimise their wellbeing during the pandemic and that their voice mattered. A relative commented, "I have nothing but praise for the home and staff."
- The registered manager ensured people, relatives and staff were kept up-to-date to the latest guidance and changes at the home during the pandemic. This included email updates and regular team and 'resident' meetings.
- Staff were very complementary about the registered manager. One employee stated, "I think she's brilliant. Having a manager you care about and respect makes a world of difference and I feel motivated to go the extra mile." Another staff member added, "She's very approachable."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The care team worked and communicated well together, they clearly understood their roles and accountability. One employee noted, "The other staff make the teamwork amazing. I feel like we're family now, we've had a cry and a laugh together."
- Staff and management strove to consistently learn, audit and develop systems introduced at the beginning of the pandemic. The registered manager said, "Everyone is fed up with it, so my main role at the moment is motivating and working with them so they feel supported."
- The registered manager was keen to keep relatives informed about current practice and their family member's health. A relative told us, "[The registered manager] has been very open, very straight with us about what we can and can't do. Knowing this helps us understand better."

Working in partnership with others

- The registered manager and staff worked closely with health and social care agencies to share good practice and enhance care delivery.