

Prime Life Limited

# Glengarriff House

## 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

Glengarriff House is registered to provide accommodation and personal care for up to 18 people who live with a learning disability.

The accommodation consists of a main house and three separate self-contained apartments, each having two bedrooms. There were 15 people living at Glengarriff House at the time of the inspection. Nine people lived in the main house and six people lived in the apartments.

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

Staff knew how to keep people safe from abuse and were confident to raise concerns with the registered manager or external agencies. When required, notifications had been completed to inform us of events and incidents.

There were enough staff to meet people's care needs. Safe recruitment practices were followed to ensure staff were suitable for their roles.

Effective infection prevention and control (IPC) procedures were in place and the service followed best practice and government guidance in relation to the management of COVID-19.

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 27 March 2020).

### Why we inspected

We undertook this targeted inspection to check on specific concerns about systems and processes to safeguard people from the risk of abuse and staffing and recruitment. We found no evidence during this inspection that people were at risk of harm from this concern. The overall rating for the service has not changed following this targeted inspection and remains good.

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 COVID-19 and other infection outbreaks effectively.

### 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**

# Glengarriff House

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on specific concerns we had about systems and processes to safeguard people from the risk of abuse and staffing and recruitment.

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 one inspector.

#### Service and service type

Glengarriff House 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. 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. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with six people who used the service about their experience of the care provided. We also spent time observing the care other people were receiving. We spoke with five members of staff including the registered manager, an area manager and three care workers.

We reviewed a range of records. This included four people's care records and five staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were reviewed.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at staff rotas, training data and quality assurance records.

# 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 specific concerns about systems and processes to safeguard people from the risk of abuse; staffing levels and safe recruitment. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe living at Glengarriff House. One person said, "I feel safe here because the staff look after me, help me, they listen to me if I get upset."
- There were established links with local advocacy services. This meant people had access to support to express their views and concerns independently of the home.
- Staff received training in responding to situations where people may be at risk of harm or abuse. They demonstrated insight into how people who did not use verbal communication may express concerns or fears.
- Staff said they would be confident to raise any concerns they had with the registered manager or external agencies such as the local authority. Staff felt confident the registered manager would act on safeguarding concerns.
- The registered manager had reported safeguarding concerns to external agencies such as the local authority and the Care Quality Commission in a timely manner. Records showed they had worked in partnership with external agencies to minimise any future risks to people.
- The provider had systems and processes in place to keep people safe from abuse. Information about keeping people safe and whistle blowing procedures were available around the service so staff and people who lived there could access it. This included information in easy read formats.

Staffing and recruitment

- Enough staff were deployed within the home to meet people's assessed needs. Rotas showed how people's individual daily support hours were maintained by specific allocation of staff members.
- The registered manager had systems in place to cover current staff vacancies and shortfalls due to absence such as annual leave or sickness. Cover was provided from within the staff team and the wider provider organisation to maintain consistency for people who lived in the home. The provider also had an active recruitment programme in place.
- Staff told us despite the pressures on staffing levels the team worked closely together to ensure people received effective support from staff they knew and trusted. We saw people's needs and requests were responded to in a timely manner.
- Systems were in place for safe staff recruitment. This included Disclosure and Barring Service (DBS) checks and previous employer references. The DBS carry out a criminal record and barring check on individuals to help employers make safer recruitment decisions.

- Recruitment checks were carried out by a centralised team within the provider's head office. However, some recruitment files held within the home did not reflect the information held centrally. Following the inspection the registered manager commenced an audit of staff files to ensure all documentation in the home was up to date and accurate.

#### 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 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.