

George Ronald Limited

Marquis Court

Inspection report

Tunstall Village Road
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Tyne And Wear
SR3 2BB

Tel: 01915210796

Date of inspection visit:

21 January 2021

27 January 2021

04 February 2021

19 February 2021

Date of publication:

06 May 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service caring?	Inspected but not rated
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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Marquis Court is a care home that provides personal care for up to 47 people, some of whom are living with dementia. At the time of the inspection there were 41 people living in the home.

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

People felt very safe living in the home and with the support they received from staff. People and relatives were very happy and spoke highly of staff members and the registered manager. Comments included, "Staff are exceptionally kind, professional, caring, everything you would wish for" and "In one word, they [staff] are exceptional."

People were safeguarded from abuse. Risks to individuals and the environment were well managed. There were enough staff to meet people's needs. The registered manager learned from accidents and incidents to mitigate future risks. Medicines were safely managed. Infection control processes were embedded into the service and staff followed government guidance in relation to infection control and prevention practices, in particular, relating to COVID-19.

People were well supported and cared for. Staff treated people with respect and supported them in a dignified manner and in line with their wishes.

The home was well managed. People, relatives and staff were complimentary about the home and felt the registered manager was pro-active, open and approachable. One relative told us, "The manager is exceptional, she is always available, very professional, keeps you informed on everything that's going on with your relative. She explains things to us, and I think she runs a very tight ship. Their record keeping is outstanding". An effective quality assurance process was in place.

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

Rating at last inspection

The last rating for this service was good (published 30 April 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 levels, medicines, risk management, safeguarding concerns, people's dignity and overall management of the home. 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. Please see the Safe, Caring 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 Marquis Court 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?

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

Is the service caring?

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

Is the service well-led?

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

Marquis Court

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 keeping people safe, maintaining their dignity and overall management of the home. We will assess all of the key questions at the next comprehensive inspection of the service.

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 team was made up of one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Marquis Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 announced.

We gave the registered manager short notice of the inspection to ensure it was safe for us to visit the home. Inspection activity started on 21 January 2021 and ended on 19 February 2021. A site visit took place on 21 January 2021.

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 and professionals who work with the service. We also contacted Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

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 three people and nine relatives about their experience of the care provided. We spoke with seven members of staff including the registered manager, the deputy manager, the chef, a senior supervisor, a senior care worker, two care workers and the head housekeeper.

We reviewed documentation, inspected the safety of the premises and carried out observations in communal areas. We reviewed a range of records. This included five people's care records, medicines records and quality audits. 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 also spoke with staff members and gathered further evidence around temperature checks, staffing levels, nutritional needs, medicines management and risk management.

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 we had about safeguarding, risk management, staffing levels and medicines management. 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

- Staff supported people to keep them safe. Comments from people and relatives included, "Everybody is lovely, and they [staff] are near when you need them. I'm enjoying living here" and, "I feel safe with all the staff."
- Staff knew people well and were aware of how to report any safeguarding issues or concerns. The registered manager alerted local authorities of safeguarding concerns in a timely way.
- The registered manager supported people with their finances where necessary. One relative told us, "They [Registered manager] keep a log of what they spend money wise, and when it's getting low I take some more in."
- All financial transactions were recorded, receipted and countersigned by a second staff member to ensure accuracy. The registered manager also regularly checked records against money stored in the safe with the administrator to ensure records were correct.

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

- Risks to people's health, safety and wellbeing were assessed and managed.
- People were supported to safely eat their meals. Speech and Language Therapist (SALT) assessments were in place for anyone with swallowing difficulties. Staff supported people in accordance with SALT recommendations.
- The registered manager monitored all accidents and incidents to identify any trends and lessons learned. Any action taken to mitigate risks were also recorded.

Staffing and recruitment

- There were enough staff to meet people's needs safely. Comments from people and relatives included, "I just have to press my buzzer, that makes me feel safe" and, "[Family member] is definitely safe, there is always staff around, ready to take action, if needed."
- Staffing levels were determined in line with people's needs.

Using medicines safely

- People received their medicines in a safe way.
- Staff training was up to date and their competencies to administer medicines were assessed.
- The registered manager conducted regular checks of medicine records. Any issues or errors were identified

and actioned appropriately.

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 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 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.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

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 we had about people's choice and dignity. We will assess all of the key question at the next comprehensive inspection of the service.

Ensuring people are well treated and supported; respecting equality and diversity

- People were respected, listened to and well cared for. One person said, "I really enjoy mixing with staff, they are lovely, if you want something they get it for you, nothing is too much trouble. Staff definitely know me; they are really helpful."
- Staff supported people's choices. People decided what they wanted to do in the home including where they wished to spend time.
- People were supported to maintain meaningful relationships. Relatives visited their family members in the home via a visiting pod. Staff also supported people to speak with their relatives via telephone, video calls and social media.

Respecting and promoting people's privacy, dignity and independence

- Staff treated people in a dignified way and respected their wishes and choices. One person told us, "Staff help me shower. They always look out for my dignity. They always close the door for me to get undressed."
- Staff supported people with their continence needs in a timely way to promote and maintain their dignity.

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. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check specific concerns we had about the culture and overall management of the home. We will assess all of the key question at the next comprehensive inspection of the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The registered manager promoted a positive culture in the home. Comments from people and relatives included, "We get told things that are going on. You are able to say if there are any problems you are having" and, "The atmosphere is lovely, and I think [the home] is well run."
- The home was well-managed. Staff felt supported in their roles by management.
- People and relatives spoke highly of the registered manager and staff. Comments from relatives included, "[Registered manager] is very personable, very caring, very proactive and seems to know my [family member] and "The manager is lovely, very hands on. She is really friendly and tries very hard."

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; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager acted on the duty of candour. They conducted themselves in an open and honest way. They submitted statutory notifications in a timely manner for significant events that occurred in the home.
- The registered manager kept people and relatives well informed with continuous communication. Relative's told us, "The communication is outstanding. They ring when [Family member] has a stumble" and "They keep us up to date. We are thoroughly informed about everything that is going on and any changes."
- The provider and registered manager monitored the quality of the service to make sure they delivered a high standard of care and to drive improvement.