

Methodist Homes

# Belvedere Manor

## Inspection report

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Website: [www.mha.org.uk/care-homes/dementia-care/belvedere-manor](http://www.mha.org.uk/care-homes/dementia-care/belvedere-manor)

Date of inspection visit:  
28 September 2021

Date of publication:  
27 October 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

Belvedere Manor provides accommodation and personal care for up to 84 people. The home is a purpose-built property situated in Colne. The home has three floors known as Village suite, Woodlands suite and Garden suite. Woodlands suite specialises in providing care for people living with dementia. At the time of the inspection, there were 51 people accommodated in the home.

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

People told us they were happy living in the home. The manager operated appropriate infection prevention and control procedures which were understood and followed by the staff. All staff had completed training on the use of personal protective equipment (PPE) and participated in the weekly testing programme. The service had plentiful supplies of PPE and stocks were carefully monitored. We observed all staff were wearing appropriate PPE. The home had a satisfactory standard of cleanliness in all areas seen.

People were receiving their medicines in line with the prescriber's instructions. Appropriate records were used to record the receipt, administration and disposal of drugs. However, not all the records were complete and up to date. The manager acknowledged the shortfalls and immediately made arrangements to carry out a full audit of the medicines in the home. We received a copy of the audit, along with a detailed action following the inspection.

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 21/12/2019).

### Why we inspected

The inspection was prompted in part due to concerns received about infection prevention and control practices and the management of medicines. A decision was made for us to inspect and examine those risks. We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of the full report.

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.

### 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

# Belvedere Manor

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 following receipt of concerns about the infection prevention and control practices and the management of medicines.

As part of this inspection, we also looked at the infection control and prevention measures to 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

Belvedere Manor 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 did not have a manager registered with the Care Quality Commission. This means the provider is legally responsible for how the service is run and for the quality and safety of the care provided. The previous registered manager left the service in July 2021 and the new manager was appointed in September 2021. The manager told us they had begun the application process.

#### Notice of inspection

The inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service, such as notifications. These are events that happen in the service that the provider is required to tell us about. We also 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. 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 living in the home, three members of staff, the deputy manager and the manager. We also looked around the premises with the manager.

We observed staff interactions with people and reviewed a range of records, this included seven people's medication records. We also reviewed a variety of records relating to the management of medicines and infection prevention and control.

After the inspection

We continued to seek clarification from the manager 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.

### Preventing and controlling infection

- Since the last inspection, new flooring had been laid on Woodlands suite. People spoken with told us, the service was kept clean and hygienic. One person told us, "Everywhere is always completely spotless."
- From inspecting the infection prevention and control arrangements in the home, we were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.

### Using medicines safely

- People told us they were happy with the way staff managed and administered their medicines. Staff confirmed they had completed training and had tests on their level of competency.
- Whilst people received their medicines in accordance with the prescriber's instructions, the records were not always complete and up to date. The manager acknowledged this shortfall and immediately made arrangements to carry out a comprehensive audit. We received a copy of the audit along with the manager's action plan following the inspection.
- We checked the arrangements for the management of controlled drugs. We found the medicines were stored appropriately and the controlled drugs register accurately reflected the amount of drugs in stock. There was evidence to indicate the medicines had been checked daily and an audit had been carried out weekly.