

Minster Care Management Limited

Rydal Care Home

Inspection report

Rydal Road
Darlington
County Durham
DL1 4BH

Tel: 01325369329

Date of inspection visit:

22 December 2020

29 December 2020

18 January 2021

20 January 2021

Date of publication:

22 February 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 well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Rydal Care Home is a nursing care home registered to provide accommodation for up to 60 people. The home is split into four units. Two of the units specialise in providing care to people living with dementia and the third was not in use. At the time of this inspection 36 people were living at the service.

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

The management had made improvements to the service. All the requirements of the warning notice we served following our last inspection had been met. We found the area manager and new manager had acted to ensure audits were now being undertaken and used to improve the service.

We found some of the audit and analysis documents needed to be enhanced to enable the provider and staff to understand if systems were working effectively. We discussed how these could be improved to ensure they were more robust and supported staff to critically review the service. Following our discussion, the quality and compliance director reviewed the audit templates and enhanced these documents.

Improvements had been made to how staff managed accidents and incidents. The manager could outline how changes to practice had reduced the number of falls people experienced.

Staff recruitment procedures had been strengthened to ensure staff were employed safely. The management team had sustained the improvements made to staffing levels prior to our last inspection in August 2020. There were enough staff on duty to keep people safe. The reliance on agency staff had reduced, as more staff were recruited.

Improvements had been made to infection prevention and control practices. Staff adhered to Covid-19 guidance on working in a care setting. There was enough PPE such as aprons, gloves and masks. Staff had undertaken training in putting on and taking off PPE. We found the installation of electronic equipment used to take people's temperature and to remind them to wear masks effective.

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 inadequate (published 24 October 2020).

Following our last inspection, we served a warning notice on the provider. We required them to be compliant with Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 18 December 2020.

Why we inspected

We undertook this targeted inspection to check whether sufficient action had been taken in response to the

Warning Notice we served following our last inspection. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

CQC have introduced targeted inspections to follow up on Warning Notice to check whether the provider had met the requirements of this notice. 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 coronavirus and other infection outbreaks effectively

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?

Inspected but not rated.

Further information is in the detailed findings below.

Inspected but not rated

Is the service well-led?

Inspected but not rated.

Further information is in the detailed findings below.

Inspected but not rated

Rydal 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.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

Inspection team

The inspection team consisted of two inspectors.

Service and service type

Rydal Care Home 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 did not have a manager registered with the Care Quality Commission. This means that the provider is solely 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. 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 who used the service, seven relatives, the quality and compliance director, the area manager, the manager, a nurse, a healthcare assistant practitioner, two senior care workers and nine care staff members both during the visit and telephone calls. We reviewed four people's care records, three staff files, staff rotas and a variety of management and quality assurance records for the service.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of 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 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 inadequate. 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 if the provider had met the requirements of the warning notice we previously served. We found that they had met these requirements. We will assess all of the key question at the next inspection of the service.

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

- Following our last inspection, a new manager was appointed and they had applied to become registered with the Care Quality Commission. The provider's operations manager continued to have oversight of the service.
- The manager and the wider management team had made improvements to the way the service was operated. For example, we found they had consistently maintained safe staffing levels and ensured staff followed infection control procedures. Recruitment processes had been strengthened and measures had been put in place to ensure the building was well-maintained.
- Some audits needed to be enhanced to enable the provider and staff to understand if systems were working effectively. For instance, the accident analysis needed to thoroughly explore where, when, how and why these events had occurred. Following our discussions, the quality and compliance director reviewed the audit templates and added this detail to these documents.
- Relatives said the manager listened to their concerns and views about how the home was run and acted to resolve any issues. Overall, relatives found since the last inspection improvements had been made. One relative said, "I find the new manager is very helpful and if I raise anything they deal with it straight away. I think the care has improved."
- Staff were very positive about the changes the manager and area manager were making. They found them to be approachable, helpful and listened to their ideas. One staff member said, "The area manager, manager and deputy manager are striving to make the home a better place for residents."