

Virgin Mary Ltd

Bramber Nursing Home Ltd

Inspection report

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Ratings

Overall rating for this service

Inadequate



Is the service safe?

Inadequate



Overall summary

Bramber Nursing Home provides accommodation and nursing care for up to 21 people living with a dementia type illness who need support for all aspects of their daily living. At the time of the inspection 12 people were living in the home.

The home did not have a registered manager and the provider had employed management consultants to assist managing the home until a manager was appointed. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

We carried out an unannounced comprehensive inspection on 27 January and 6 February 2015. We found

there were some serious concerns related to the poor standards of record keeping. Following this inspection the local authority issued an embargo on admissions to the home.

We received concerns about people's safety and undertook a focused inspection on 27 March to look into these concerns. This report only covers our finding in relation to this topic.

People were unable to tell us if they felt safe, because of their dementia needs, but we found that people were not always kept safe from harm.

We found there was no clear leadership or clinical guidance for staff when planning and delivering care.

The care plan we looked at did not have sufficient guidance in place to ensure staff had the information they needed to plan and provide appropriate support and care. Staff said they had been told by the nurses how to offer appropriate support, but there were no records to evidence this.

Summary of findings

Risk assessments, including environmental assessments on the equipment available to support people, had not been reviewed and updated to ensure appropriate aids were in place.

We observed part of the lunchtime meal and saw staff supporting people to eat their meals. One person was being supported in a special chair in their bedroom, and was noted to eat the meal provided.

We found a number of breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was not safe.

Risk assessment that informed safe care had not been reviewed and updated as a person's needs had changed.

Appropriate training to ensure nurses were competent to assess people's need for pain relief had not been provided.

Environmental risk assessment had not been completed and appropriate aids were not in place.

There were not enough suitably qualified staff on duty to assess and meet people's needs consistently and safely.

Inadequate



Bramber Nursing Home Ltd

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

On 1 April 2015 the Care Act 2014 came into force. To accommodate the introduction of this new Legislation there is a short transition period. Therefore within this inspection report two sets of Regulations are referred to. These are, The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. All new inspections will only be completed against the new Regulations - The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This unannounced inspection took place on the 27 March 2015. We spoke with 8 people, four staff, the management consultant and the provider.

We looked at the management and leadership of the service.

We looked at records that showed people's care and how staff managed this. These included the care plans and daily records for two people.

Not everyone we met was able to tell us their experiences, so we used the Short Observational Framework for Inspection (SOFI). SOFI is a specific way of observing care to help us understand the experience of people who could not talk with us.

The inspection team consisted of one inspector. A member of the quality monitoring team from the Local Authority was at the home during the inspection; we were able to discuss our concerns and the on-going safeguarding investigation being carried out by the local authority.

Before our inspection, we reviewed the information we held about the home. This included complaints, concerns, notifications of deaths, incident and accidents the provider is required to send us by law.

Is the service safe?

Our findings

People told us they were comfortable and enjoyed the lunchtime meal. Staff said they were able to support people and made sure they were safe.

Before our inspection we received information that people were not safe in the home and a safeguarding investigation had commenced, by the local authority, regarding the care and support provided for one person. There were concerns regarding the clinical competence and practices of the qualified nurses at Bramber and the potential risk this poses to people's safety and welfare in the home.

The care plan we looked at had not been reviewed and updated to reflect the person's changing needs, and appropriate risk assessments were not in place. The guidance provided to advise staff when re-positioning and transferring a person was not sufficient to ensure their safety and comfort. One person had a fractured arm and there was very limited information for staff to follow to ensure they were comfortable and pain free.

We looked at the medication administration records (MAR). We found prescribed medication was not reviewed and the GP had not been contacted when a person's needs changed. This meant the person may not have had sufficient pain relief for several days.

One person had developed a pressure sore. We looked at the pressure relieving mattress supporting this person and found staff did not know if the setting was correct for 10 days. The mattress was replaced on the day of the inspection.

The lack of appropriate up to date risk assessments, equipment and poor management of medicines are all

breaches of Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, (which corresponds to regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014).

We looked at whether there were sufficient numbers of staff with the right competencies to support people living with dementia. The provider had employed management consultants to work with and support staff to ensure they met the regulations. However, we found the home did not have a registered manager. There was a lack of leadership and direction for nurses, who were unable to provide adequate guidance for staff to provide appropriate care and support. We found there were not enough staff with the qualifications and skills to promote and protect people's safety.

Staff told us there was usually enough staff working in the home, although they were very busy at some times during the day, such as meal times. We observed staff talking to people kindly and supporting them to eat when required. One person was in their own room and staff assisted them to eat their meal. However, there was no evidence a dependency tool was used to assess the staffing levels required, and if they had the appropriate skills to meet people's needs and ensure their safety.

The lack of enough skilled and experienced staff is a breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 18 of the Health and Social Care Act (Regulated Activities) Regulations 2014.

During the inspection the management consultant and provider discussed the provision of additional nurses. A nursing agency was contacted and an experienced nurse, who had worked at Bramber Nursing Home previously, agreed to support nurses and staff.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 18 HSCA (RA) Regulations 2014 Staffing Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 The registered person had not ensured sufficient number of qualified and experienced staff were working in the home. Regulation 18 (1)

This section is primarily information for the provider

Enforcement actions

The table below shows where legal requirements were not being met and we have taken enforcement action.

Regulated activity

Accommodation for persons who require nursing or personal care

Regulation

Regulation 9 HSCA (RA) Regulations 2014 Person-centred care

Regulation 9 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

Care and welfare

The provider had failed to ensure appropriate care and support had been provided.

Regulation 9.

The enforcement action we took:

Warning notices.