

Accomplish Group Limited

Highbridge Court

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

Highbridge Court is a care home providing accommodation and personal care for up to nine people with mental health needs. At the time of the inspection, six people were living there. Each person has a self contained flat with their own cooking facilities. Each flat has an en-suite shower room. There is also a small communal area with a dining table and a sofa, and a communal kitchen and garden for people to use

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

Previous issues around permanent staffing levels had been addressed. A consistent staff team was being developed and trained to support people. The organisation of staff rotas and shifts were being reviewed to ensure support was in place at the times people required it. We received positive feedback about the planned management arrangements.

Infection prevention control systems were in place. Staff had received training and knew the correct use of personal protective equipment (PPE). Infection control policies and procedures were adhered to. People were being supported to access the community safely.

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 10 October 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing. We also reviewed the infection control procedures as part of our current methodology. 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 found no evidence during this inspection that people were at risk of harm. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Highbridge 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

Highbridge Court

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. This was a targeted inspection to check on a specific concern we had staffing.

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 completed by one inspector.

Service and service type

Highbridge Court 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 currently have a manager registered with the Care Quality Commission. The provider is 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. 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. We used this information to plan our inspection.

During the inspection

We carried out a short site visit to the service to observe infection control practices and review staffing information. During the visit we spoke with the manager and three staff members.

After the inspection

We reviewed infection control policies, staffing rotas and service continuity plans.

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 explore concerns around staffing. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Staffing levels were kept at the level deemed safe by the provider.
- The service had recruited new staff and reduced the use of agency staff considerably. One staff member said, "There are lots of new staff. Things are changing and moving in the right direction."
- Staff training was taking place to enable the rota to be more effectively managed. One staff member said, "Staff training [in medicine administration] is being completed."
- Changes had been made and were under review to organise the staff shifts to support people more effectively and at the times they required. One staff member said, "There was a gap in the rota, it impacted on people as they couldn't go out as were waiting for staff to come in. It is really nice to be heard and to be given the chance to make changes."
- A new manager was in place. Staff commented the new manager was, "Good," and "Supportive." We received positive feedback about the changes and improvements made in the service. Staff morale had improved.

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 the provider had plans to admit people safely to the service.
- We were assured that the provider was using personal protective equipment (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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We discussed with the manager how they would develop their systems in the laundry area in line with current guidance.