

Highcroft Care Blackpool Limited

The Highcroft Care Home

Inspection report

599 Lytham Road
South Shore
Blackpool
Lancashire
FY4 1RG

Tel: 01253402066

Date of inspection visit:
04 February 2016

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29 February 2016

Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced focussed inspection of the service on 04 February 2016. The purpose was to check staffing levels were sufficient to meet the needs of people who lived at the home. Also people were not at risk of receiving unsafe care due to insufficient staff. We had received anonymous concerns about how the home was staffed and the management of the service.

This report covers our findings in relation to those concerns brought to our attention. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Highcroft Care Home on our website at www.cqc.org.uk.

The Highcroft Care Home is situated in a residential area of Blackpool. Accommodation is provided in single rooms. There are two communal lounge, dining room and garden areas to the rear of the premises. Parking facilities are at the front of the home. The service is registered to provide care for people without nursing needs. At the time of the visit there were 25 people who lived at the home.

A registered manager was in place. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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.

At the last comprehensive inspection on 25 August 2015 we found the overall rating for the service was 'good'.

During this inspection visit we reviewed staffing rotas and found they sufficiently met people's needs and we noted Highcroft was well resourced. We reviewed staffing rotas and found they sufficiently met people's needs and we noted Highcroft was well resourced. For example on the day of our visit the activity co-ordinator employed by the service was on duty in the afternoon.

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 safe

Staffing levels were sufficient with an appropriate skill mix to meet the needs of people who lived at the home. The deployment of staff was well managed providing people with support to meet their needs.

Requires Improvement ●

The Highcroft Care Home

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 was focussed to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to look at the overall quality of the service.

The inspection team consisted of one adult social care inspector.

We spoke with a range of people about the home. They included the provider, registered manager, a visiting health professional, five people who lived at the home and four staff members. We also spent time observing staff interactions with people who lived at the home and looked at staffing rotas.

Is the service safe?

Our findings

We visited the home to look into concerns raised anonymously about staffing levels. We looked at the affect it had on people and staff who lived and worked at the home.

We arrived at breakfast time and observed staff supporting individuals in a timely and unhurried manner, using a caring and patient approach. People were eating breakfast in the dining room and in their own bedroom as it was their choice. We spoke with one person who lived at the home who said, "I have mine in my room the staff are lovely. They always bring it up to me and I don't feel they rush me, or are late bringing my meals." We saw the deployment of staff throughout the morning was organised. People who required support with their personal care needs received this in a timely and unhurried way.

When we discussed staffing levels with staff and people who lived at the home, we were told these were sufficient to meet people's needs. For example on the day of our visit there was a registered manager and seven staff members. This included domestic and kitchen employees. There were 25 people who lived at the home. All the staff we spoke with were happy with the staffing levels. Comments from staff included, "No problems whatsoever with staffing levels." Another said, "We have two domestic staff but both are trained in care and I help out when needed to care for the residents." Another staff member said, "We don't have staffing issues I feel the residents get very good care and attention."

We reviewed staffing rotas and found they sufficiently met people's needs and we noted Highcroft was well resourced. For example on the day of our visit the activity co-ordinator employed by the service was on duty in the afternoon. We were told some people who lived at the home who wished to were going out for the afternoon. This was confirmed by talking with staff and people who lived at the home. One person said, "If I feel up to it I might go out with them after."

We reviewed how short-term circumstances, such as leave or sickness, were managed to maintain people's safety by having sufficient staff on duty. For example sickness presented a problem recently and bank staff had to be called for night time cover. We found the duty staff rota had been changed to show how the service staffed the night time to ensure people were safe. One person who lived at the home said, "Never a problem at night If I press the buzzer they are generally there in no time."

Staff we spoke with told us the registered manager supported them if at times of the day they felt they required support. For example one staff member said, "[Registered manager] was off sick but I still phoned her five times for some information she was great. She is always there for support if you need her."