

Sunny Okukpolor Humphreys

The Beeches Nursing and Residential Care Home

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service responsive?

Inspected but not rated

Summary of findings

Overall summary

This focused inspection took place on 8 June 2016 and was unannounced. This meant the staff and provider did not know we would be visiting.

The Beeches Nursing and Residential Care Home provides care and accommodation for up to 31 people who require nursing or personal care. On the day of our inspection there were 16 people using the service.

The home had a registered manager 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 unannounced, comprehensive inspection on 23 and 24 September 2015, we identified a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for The Beeches Nursing and Residential Care Home on our website at www.cqc.org.uk.

This focused inspection took place to follow up the breach relating to the service was not always maintaining an accurate, complete and contemporaneous record in respect of each service user.

After the comprehensive inspection on 23 and 24 September 2015, we asked the provider to take action to make improvements. The provider wrote to us to say what they would do to meet legal requirements in relation to this breach. We undertook this focused inspection to check that the registered provider had followed their action plan and had made improvements at the service.

We found improvements had been made in the way the home maintained an accurate, complete and contemporaneous record in respect of each service user.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

Care records were accurate, regularly evaluated and up to date.

Staff were supported in how to maintain accurate and contemporaneous records.

The registered manager carried out regular audits of care records.

Inspected but not rated

The Beeches Nursing and Residential 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. We undertook this focused inspection to check that the registered provider had followed their action plan and had made improvements at the service.

This focused inspection took place on 8 June 2016 and was unannounced. This meant the staff and provider did not know we would be visiting. One Adult Social Care inspector took part in this inspection.

During our inspection we spoke with the registered manager and looked at the personal care or treatment records of three people who used the service.

Is the service responsive?

Our findings

At the previous inspection we identified that the service was not always maintaining an accurate, complete and contemporaneous record in respect of each service user as some care records had not been updated or evaluated for several months. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this inspection we looked at the care records for three people who used the service and found that since our previous inspection visit, care records had been kept up to date and were regularly evaluated. We saw standard supporting tools such as the Waterlow pressure ulcer risk assessment and Malnutrition Universal Screening Tool (MUST) were routinely used and these had been evaluated on a monthly basis. For example, we saw the records for one person who was at risk of malnutrition. Interventions for the person were clearly recorded and included; providing nourishing snacks and drinks and fortified diet options, completing food record sheets, weighing the person weekly and reviewing the care plan monthly. We saw the person had been weighed weekly and the care plan had been reviewed on a monthly basis.

People's risk assessments included the use of hoists and slings, wheelchairs, bed rails, eating and drinking, personal hygiene, mobility and medicine administration. Risk assessments identified the activity that was to take place, the potential risks associated with the activity, actions to take to minimise the risk and the risk level. For example, one person had a risk assessment in place for the use of a bath hoist. The risk assessment described how the person was at risk because they had a lack of awareness of the equipment's purpose and had a history of falls. Actions taken to reduce the risk included explaining the procedure to the person, reassuring the person at all times, the hoist to be used by trained staff only and regular maintenance checks of the hoist to be carried out.

We discussed with the registered manager what action they took to ensure care records were up to date. They told us audits were carried out every three months to ensure records were accurate and up to date. We saw copies of these audits, which included checks of care plans and risk assessments, pre-admission assessments, consent forms and records of professional visits, such as GP and district nursing teams.

The registered manager also told us that supervisions had taken place with team leaders regarding the need to maintain accurate and up to date records. The registered manager had reviewed care records with the team leaders and provided guidance on how to carry out effective evaluations. This meant team leaders were supported to carry out their role.

During our review of records we found evaluations were detailed and up to date however we found some of the monthly evaluations for May 2016 had not yet been carried out. We discussed this with the registered manager who told us they would be completed by the end of the week. We checked at a later date and found these had been completed.

This meant the service was maintaining an accurate, complete and contemporaneous record in respect of each service user.

