

Roseberry Care Centres GB Limited

Long Meadow

Inspection report

Bakewell Road
Matlock
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16 March 2022

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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

Long Meadow is a residential care home providing personal and nursing care to up to 41 people. The service provides support to older people and people with dementia. At the time of our inspection there were 26 people using the service. The home is split over separate floors, each with communal lounges and dining areas.

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

People were supported by enough staff to meet their needs. Staffing levels were regularly reviewed and senior staff were involved in the calculations of staffing levels.

Rota's showed staffing levels did not fall below the required levels. Whilst agency staff were regularly used to cover any short staffing, people and staff were generally positive about the agency staff used.

Domestic staff were able to complete their cleaning tasks as they were not required to routinely cover care shifts.

Feedback from staff following our last inspection was that staffing levels had improved.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published 3 March 2022) and there were breaches of regulation. CQC issued the provider with a warning notice in relation to Regulation 18 (staffing).

The provider completed an action plan after the last inspection to show what they would do and when to improve. At this inspection, we found improvements had been made and the provider had complied with the requirements of the warning notice which related to Regulation 18 (staffing).

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 18(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check 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.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Long Meadow

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 Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 18 Staffing, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Long Meadow is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Long Meadow is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. We were informed the registered manager was leaving the service and recruitment was underway to appoint a new manager. The provider's quality and compliance team were providing interim management cover.

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 and professionals who work with the service. We used the information the provider

sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with one person who used the service. We spoke with nine members of staff including the regional operations manager, quality and compliance officer, senior care staff, care staff and domestic assistants. We reviewed a range of records such as rota's, cleaning schedules, dependency tools and some records relating to the management of the service were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found and looked at further quality assurance records.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

At our last inspection the provider had failed to ensure enough staff deployed at the service to meet the needs of people safely and ensure cleaning tasks within the home were carried out. This was a breach of regulation 18 (Staffing) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 18.

- People were supported by enough staff to meet their assessed care needs. A dependency tool was in place to calculate the number of staff required at the service and the provider had increased this to be reviewed weekly by senior care staff.
- Rota's showed that staffing levels did not fall below the required level for both day and night shifts. The provider had sought contracts with two agencies, and we saw that cover was provided in the event of short staffing.
- At our last inspection, domestic staff were regularly asked to cover care shifts meaning they were unable to complete their original duties. At this inspection, we found domestic staff were no longer covering care shifts and cleaning schedules demonstrated cleaning tasks were routinely carried out. The provider had also recruited an additional domestic staff member. A domestic staff told us "I'm very much sticking to the cleaning now."
- Staff told us they felt staffing levels had improved since the last inspection. One member of staff told us "We are using a lot of agency, but this means we always have the right number of staff", another told us "Staffing is better, we are working well with the agencies we use", another said "We hit rock bottom, but it's slowly improving".
- The provider considered the impact on staffing that new admissions into the service would have. The provider explained they would not accept new admissions if they did not have the right number of staff to be able to support them. Since our last inspection, the service had only had one new admission.
- There was increased short term sickness within the staff team. The provider assured us they had already investigated and implemented action to address this.