

Mr & Mrs F Bartlett

St Leonards Rest Home

Inspection report

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02 November 2022

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18 January 2023

Ratings

Overall rating for this service	Inspected but not rated
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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

St Leonard's Rest Home is a residential care home providing accommodation and personal care to up to 15 older people. The service provides support to older people and people with dementia. At the time of our inspection there were 8 people using the service.

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

This was a targeted inspection that considered the day to day management oversight arrangements in place in relation to ensuring people's welfare and governance. Based on our inspection of governance arrangements we were assured there were leadership arrangements in place to provide support in overseeing the service.

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 requires improvement (published 9 February 2021).

Why we inspected

This inspection was prompted by a review of the information we held about this service. We undertook this targeted inspection to check on a specific concern we had about the day-to-day management oversight in place in relation to ensuring people's welfare and governance. We found no evidence during this inspection that people were at risk of harm from this concern.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St Leonards on our website at www.cqc.org.uk.

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 well-led?

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

St Leonards Rest Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a concern we had about the day-to-day management oversight in place in relation to ensuring people's welfare and governance.

Inspection team

The inspection was carried out by 2 inspectors.

Service and service type

St Leonard's Rest Home 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. St Leonard's Rest Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We reviewed information we had received about the service since the last inspection and used information gathered as part of monitoring activity that took place on 22 March 2022 to help plan the inspection and inform our judgements. We used all this information to plan our

inspection.

During the inspection

We visited the service and met all of the people being supported. We spoke with the care manager at the service and viewed the staffing rota. We viewed the shared spaces of the service. Following the site visit we had a telephone call with the provider to get assurances about the arrangements in place to ensure there was effective oversight of the support and governance of the service.

Is the service well-led?

Our findings

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 well-led key question at this inspection. We will assess the whole key question at the next comprehensive inspection of the service.

The purpose of this inspection was to check a concern we had about the day-to-day oversight arrangements in place within the service. During the monitoring activity call that took place on 22 March 2022, the registered manager told us of their plans to spend less time in the service to enable them to focus on a personal matter. We inspected to check there were systems and processes in place to ensure effective oversight to ensure people's welfare and governance of the service.

- We observed there were safe staffing levels within the service at the time of inspection. We viewed the staffing schedule which confirmed there were consistent safe staffing levels scheduled to work across the 2-week period reviewed.
- The registered manager continued to have oversight of the service and was visiting the service regularly. They were supported by a care manager who provided day-to-day oversight of the service and kept the registered manager informed and updated about the service. The care manager had the sufficient skills and qualifications to support the registered manager in managing the service. In addition, there were 2 deputy managers providing support to the care manager.
- The provider visited the service at a minimum of weekly and was there most days. They were easily contactable and was available if needed. The care manager confirmed they were able to contact the provider or the registered manager as they needed.
- The registered manager and provider were aware of their regulatory responsibilities and ensured they had effective oversight over the service. Both the registered manager and provider were able to access the electronic care planning remotely and the system alerted them to any changes or actions not completed. The registered manager was able to follow these up promptly.
- There were quality assurance systems and processes in place which were completed by the staff team and care manager. Completed audits and any identified actions were shared promptly with the registered manager and provider. The provider carried out spot checks of the audits to ensure they were effective.
- The care manager was responsible for reviewing people's care planning documentation and ensuring they were updated with any required changes. They notified the registered manager of any changes made.
- There was an established staff team in place and people knew the staff supporting them. The provider was able to ensure people received consistent support. The registered manager was available to staff for support when they visited and via telephone calls and emails. The care manager supported regular supervisions for the staff and regular team meetings. The provider told us they attended team meetings and checked in with staff during their visits.
- The service was supported by healthcare professionals. Such as GPs.
- The provider told us they had been making positive progress since the last inspection and they had no concerns. We observed people appeared engaged during the inspection and staff were unhurried and responsive to people's needs.

