

Advinia Care Homes Limited

Gorton Parks Care Home

Inspection report

121 Taylor Street
Manchester
Lancashire
M18 8DF

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05 November 2019

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04 December 2019

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

About the service:

Gorton Parks is a purpose-built 'care home', situated within a quiet residential area of Manchester, with good links into Manchester city centre.

Gorton Parks has five separate 'units'; three units are dedicated to nursing or residential care. One and a half units are dedicated to intermediate care, these provide beds to people who are being discharged from hospital and half of one unit is dedicated solely to nursing care. The service can accommodate up to 148 people. At the time of the inspection, there were 139 people living at the home.

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

At this targeted inspection we found that there were safe, comprehensive and robust systems in place to ensure people received a safe level of care.

People received sufficient provisions and we were informed by chef manager as well as laundry and domestic staff that the ordering and supply system in place worked well.

People were living in a safe, comfortable and clean environment. Environmental risk assessments and management procedures meant that people's level of safety was a priority and never compromised.

We received positive comments about staffing levels at Gorton Parks. A recent recruitment drive meant that the use of agency staff had reduced, and the home was generally being supported by regular Gorton Parks staff.

We checked that there were sufficient cleaning products in place and infection prevention control procedures were complied with. The home was clean, hygienic and odour free and staff told us that effective cleaning schedules were completed on a daily basis.

An on-line digital platform ensured that all accident and incidents were recorded, monitored and analysed. Local and regional managers maintained a good level of insight in relation to all accidents and incidents and the level of risk was safely managed.

Rating at last inspection:

The service was rated 'requires improvement' at the last inspection (report published 23 July 2019). We found breaches of regulation in relation to safe care and treatment, good governance and staffing (training). The registered provider was requested to submit an action plan which identified how they would follow up on the concerns we identified.

Why we inspected:

The inspection was prompted due to concerns received about the provision of care people received. We

undertook this targeted inspection to ensure that the service was meeting legal requirements. To do this we examined risks relating to systems and processes, areas of risk management and safety monitoring and provisions that were in place to ensure people were living in a safe and well-maintained environment.

A decision was made for us to inspect and examine those risks. This targeted inspection only focused on specific concerns and did not cover all key lines of enquiry, as a result the ratings for this service have not been changed. The ratings for this service will be reviewed as part of our next comprehensive inspection.

We found no evidence during this targeted inspection that people were at risk of additional harm from the concerns we had received since we last inspected.

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

Follow up:

We will continue to monitor intelligence we receive about the service until we return as per inspection programme. If any concerning information is received, 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?

The service was not always safe

Details are in our 'Safe' findings below

Requires Improvement 

Gorton Parks Care Home

Detailed findings

Background to this inspection

The 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 checked whether the registered provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This was a targeted inspection. CQC are conducting trials of this type of inspection to follow up services where CQC have received information of concern.

Inspection team:

The inspection was carried out by two Inspectors.

Service and service type:

Gorton Parks is a 'care home'. People in care homes receive accommodation and nursing or personal care. The Care Quality Commission regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with CQC at the time of the inspection. A 'registered manager' and provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection:

The inspection was unannounced.

What we did:

Before the inspection we reviewed the information we held about the service. This included any statutory notifications sent to us by the registered provider about incidents and events that had occurred at the service. A notification is information about important events which the service is required to send to us by law. We also reviewed the most recent 'Provider Information Return' (PIR). This is a form that asks the registered provider to give some key information about the service, what the service does well and any improvements they plan to make. We took this into account when we planned the inspection and made the

judgements in this report

During the inspection we spoke with the registered manager, one regional manager, one area manager, one chef manager, one laundry and one housekeeping assistant, four care staff, three people who lived at Gorton Parks and two visiting relatives.

We also looked at records and documentation relating to the safety management and quality monitoring of the service.

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 'Requires Improvement'. At this inspection this key question remained the same. This is because we focused on specific concerns and did not inspect all of this key question area. We will assess all of the key question at the next comprehensive inspection of the service

Following the receipt of information of concern, the purpose of this inspection was to check that people were not at additional risk from the concerns that had been raised with us.

The breaches found at our last inspection in this key question will be reviewed at our next scheduled inspection. This is to allow the provider time to embed their improvements.

Assessing risk, safety monitoring and management

- Assessment of risk and safety monitoring procedures were in place.
- Regulatory compliance certificates were up to date and robust health and safety audit checks meant that people were living in a safe environment.
- People had access to hot water, the temperature of the home was monitored, and contingency plans were in place in the event of an emergency.

Staffing and recruitment

- Staffing levels were safely managed. A recent recruitment drive meant that the use of agency staff had decreased, and people received care by regular and consistent staff members.
- One relative told us that their loved one received care that was responsive and timely.
- Positive comments we received from people who lived at Gorton Parks included, "It's fantastic. I've had a few illnesses and they've pulled me through it" and "We get well looked after."

Systems and processes to safeguard people from risk of abuse

- People were safeguarded from abuse and the risk of harm.
- People told us they felt safe and well cared for at Gorton Parks. One person said, "I'm enjoying it here" and one relative said, "Staff treat [relative] well."
- Ordering and delivery systems were safely in place. Food stocks as well as cleaning and laundry provisions were readily available, and staff told us their requests were ordered and delivered in a timely manner.

Preventing and controlling infection

- Infection control procedures were complied with. Staff had access to personal protective equipment (PPE) as well as essential cleaning, laundry and house-keeping products that were needed.
- Daily cleaning scheduled were completed; we found the home to be clean and well-maintained.

Learning lessons when things go wrong

- All accident and incidents were routinely recorded and monitored through an on-line digital platform.

- Local and regional managers maintained a good level of oversight in relation to this area of 'safe' care which meant that risk was monitored, lessons were learnt, and measures were put in place to keep people safe.