

Bupa Care Homes (BNH) Limited

Aston Court Nursing and Residential Home

Inspection report

Little Aston Hall Drive
Little Aston
Sutton Coldfield
West Midlands
B74 3BF

Date of inspection visit:
07 January 2016

Date of publication:
16 February 2016

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service in March 2015. The service was judged as requires improvement overall and in the safe key question. After that inspection we received information in relation to the safety of people at the service. As a result we undertook a focused inspection on 7 January 2016 to look into those concerns. This report only covers our findings in relation to the safety of people.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Aston Court Nursing and Residential Home on our website at www.cqc.org.uk

Aston Court provides accommodation and nursing care for up to 55 people. There were 48 people who used the service at the time of our inspection.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission 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.

Staff had equipment they needed to assist people. However they had not been trained in the safe use of some pieces of equipment in use at the service. Documents for safe working practices, policies and procedures did not always specify or identify how some equipment was to be safely used.

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 consistently safe. Guidance of the safe use of equipment was not always available to ensure people were safe when using some equipment. Staff had not received training in the safe use of some pieces of equipment in use at the service.

Requires Improvement ●

Aston Court Nursing and Residential 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 planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook an unannounced focused inspection of the service on 7 January 2016. This inspection was conducted because of concerns we had received regarding the safe care and treatment of some people. We inspected the service against one of the five questions we ask about services: is the service safe.

The inspection team consisted of two inspectors.

We looked at the information we held about the service this included the information of concern and the notifications the service had sent us. A notification is information about important events which the provider is required to send us by law.

We spoke with the registered manager, a registered nurse, three care staff and a person who used the service. We looked at care records and risk assessments, staff training records, equipment maintenance records and policies and procedures.

Is the service safe?

Our findings

At our previous inspection we saw the provider took action to reduce risks to people's safety and welfare. Where risks were identified people's care plan described how care staff should minimise the identified risk. Care staff we spoke with knew about people's individual risks and explained the actions they took and the equipment they used to support people safely. Care staff told us they had all the equipment they needed to assist people in a safe way.

At this inspection we saw that risk assessments and care plans had been reviewed when people's care and support needs changed. However there was no record in the care plans or risk assessments of how staff should use the equipment needed to ensure people were safe when using equipment. For example, there was no guidance for staff to use lap straps when these were fitted to the hoists integrated in the baths.

We looked at the provider's corporate policies and procedures for the moving and handling of residents and bathing, these did not include any reference or guidance to the use of bath hoists or to lap straps where these had been fitted to equipment. These policies and procedures were reviewed each November.

The general risk assessments which included moving and handling and the use of bathing equipment were reviewed in August 2015. It did not specify how the bath hoist was to be safely used but that staff had received training in the lifting equipment they use. The registered manager told us and we saw that an additional comment had been made in relation to the moving and handling risk assessment in October 2015. A full review of the risk assessment was planned for August 2016.

The provider's safe working procedure – safe bathing, records 'do not use bath hoists unless you have been trained to do so'. The registered manager confirmed that staff had not received training in the use of the bath hoists but was in the process of arranging training sessions in the very near future. We saw records to show that the training in the use of bath hoists had been arranged.

The registered manager told us all staff had been instructed to use lap straps where these had been provided. Additionally to support people with their safety when using the bathing facilities the registered manager had instructed that two staff were always to support people with bathing. The registered manager had no recorded evidence they had given staff these instructions. Care staff we spoke with confirmed the registered manager had spoken with them about these changes to their working practices. One care staff said: "There are always two care staff now to support people with bathing when we use the bath hoist". We asked one person who used the service about the impact this had on them they told us: "I am quite happy for two staff to support me".