

St Cuthbert's House Limited

St Cuthberts House

Inspection report

Sidmouth Road
Low Fell
Gateshead
Tyne and Wear
NE9 6US

Tel: 01914823167

Date of inspection visit:
17 August 2020

Date of publication:
21 October 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	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 Cuthberts House is a residential care home providing personal care to up to 24 people with enduring mental health needs at the time of the inspection. The service can accommodate 28 people in one adapted building.

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

People confirmed they felt safe and were well cared for. Likewise, staff also felt the service was safe. The provider had whistle blowing and safeguarding procedures for staff to follow should they have any concerns about the service. Staff were confident to raise concerns if needed. Staff had completed safeguarding training.

The director was overseeing the service whilst the registered manager was absent. The service had a stable staff team who had worked with people using the service for a considerable time. Staff told us the director was present at the service each day and provided them with anything they needed.

There were enough staff to meet people's needs. Staff were visible around the home and responded quickly to people's requests for assistance.

Incidents and accidents had been investigated and action taken to keep people safe.

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 good (published 13 June 2019).

Why we inspected

We undertook this targeted inspection because we were informed the registered manager was to be unexpectedly absent from the service for an uncertain period of time. We needed to seek reassurance about the interim management arrangements and to check people were safe.

The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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.

As part of CQC's response to the coronavirus pandemic we are also conducting a thematic review of infection control and prevention measures in care homes. The Safe domain also therefore contains

information around assurances we gained from the registered manager regarding infection control and prevention.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner. The provider agreed to send us regular updates on progress.

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 good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

St Cuthberts House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the unplanned absence of the registered manager and nominated individual. We were unable to establish with clarity the interim management arrangements. We also needed to check the impact the absence had on people and staff.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services .

Inspection team

One inspector carried out this inspection.

Service and service type

St Cuthberts House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. 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.

Notice of inspection

We rang the service on the day we were visiting to give short notice of the inspection. This was to ensure we could visit the home safely.

What we did before the inspection

We reviewed information we had received about the service since the last inspection and reviewed feedback from the local authority. We used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service, a senior support worker and two support workers. We

reviewed a range of records including training, incident and accident records, as well as policies including the infection control policy. The provider sent us these records on 18 September 2020.

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 good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check, following the registered manager's absence, there were enough skilled and experienced staff to maintain safety. We also needed to check robust arrangements were in place to manage incidents within the service. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- There were enough staff on duty to meet people's needs. People said staff responded as soon as they could if they needed help. They commented, "I do like it here. The staff are very good, I am well looked after."
- Staff also said staffing levels were safe. One staff member said, "They [people] are safe, we make sure they are safe."
- We did not look at staff recruitment on this targeted inspection. On previous inspections no concerns had been identified in this area.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Learning lessons when things go wrong

- The provider had appropriate policies and procedures for staff to follow when dealing with incidents.
- Staff monitored incidents and accidents to ensure appropriate action was taken.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to seek reassurance about the interim management arrangements during the registered manager's absence.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- A director confirmed they were in overall control of the service during the registered manager's absence. Senior staff were supporting them with this.
- People and staff told us the director was frequently present in the building and provided what they needed. One staff member said, "[Director] is always there, they come in with any help me need."
- The local authority contacted the service everyday to check how things were. Staff also had a contact number for the local authority should they need further advice and guidance.