

## Mental Health Concern

# Briarwood

### Inspection report

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### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Briarwood provides accommodation, personal and nursing care for up to 24 people living with dementia or mental health conditions. At the time of the inspection there were 16 people living in the home.

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

People felt very safe living in the home and receiving support from staff. They were happy, comfortable and spoke highly of staff members and management, describing them as "lovely" and "friendly."

Infection control processes were embedded into the service and staff followed government guidance in relation to infection control and prevention practices, in particular, relating to COVID-19. Staff wore appropriate PPE when supporting people. Staff and visitors to the home had their temperature checked and completed a risk assessment. There were enough staff to meet people's needs and safe recruitment processes were followed when recruiting new staff.

The home was well managed. People and staff were complimentary about the home and felt the manager was very approachable and open. An effective quality assurance process was in place.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 12 September 2019).

### Why we inspected

The inspection was prompted in part by concerns we had received relating to staffing levels being insufficient in the home. Also, as part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection to the IPC practices the provider had in place and considering potential risks around staffing and overall management, we had identified as part of CQC intelligence gathering.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the Safe and Well-Led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Briarwood on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### 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 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.

Details are in our safe findings below.

**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.

Details are in our well-led findings below.

**Inspected but not rated**

# Briarwood

## 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 Care Act 2014.

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

The inspection was undertaken by one inspector.

#### Service and service type

Briarwood 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. The registered manager was on leave during the inspection and a manager from another service was overseeing the day to day running of the home.

#### Notice of inspection

We gave a short period of notice on the morning of the inspection to ascertain the current status of the home in relation to any Covid-19 infections and to ensure the inspection could go ahead safely.

#### What we did before the inspection

We reviewed information we had received about the service since the service was registered. We sought feedback from the local authority who contract with the service. We used the information the provider sent

us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. We sought feedback from the local authority, Health and Safety Executive, Public Health England and other professionals who work with the service. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with the manager, acting clinical lead and head of older people's services during the inspection. We reviewed a range of records. This included people's care records and risk assessments. We looked at staff rotas and records relating to the management of the service, including policies and procedures were reviewed.

#### After the inspection

We spoke with two people who reside in the home. We also spoke with a nurse and a care worker via telephone interviews. We continued to seek clarification from the provider to validate evidence found. We looked at policies, quality assurance records, staff records and risk assessments.

# 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. This meant people were safe and protected from avoidable harm.

### Staffing and recruitment

- There were enough staff on shift to meet people's needs. One person said, "There's always plenty of staff"
- Staffing levels were determined in line with people's needs. During the inspection, we observed staff were visible around the home and were supporting people. One staff member told us, "There has been staff on sick leave, but the shifts have been covered. People's needs are still met."
- Staff were recruited in a safe way. All appropriate checks were carried out prior to members of staff commencing work in the home.

### 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.

# 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. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- Systems were in place to ensure that quality and risks were monitored at the home.
- At the time of the inspection the registered manager was on leave. An interim manager was in place and was supported by the named clinical lead as well as the provider.
- There were additional quality checks in place around the recent COVID-19 outbreak and maintaining good infection control practices. These included more regular cleaning of frequently touched areas and monitoring staff competency on the use of PPE.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The manager was open and approachable to all. Comments from people included, "The bosses are all very nice, they're all very approachable" and "It is a very good home. [Manager] is absolutely fine. He's very approachable."
- The home was well-managed. Staff told us they were supported by the manager at the home and felt they could raise any issue or concerns, if needed. Staff commented, "[Manager] is very forthcoming with information and provides clarity on things asked. I can go straight to [Manager] with anything" and "[Manager] has done a really good job. He's always there if you need him."
- Despite the restrictions imposed by the pandemic, staff meetings had continued to take place in a spacious, well ventilated training room as well as other meetings involving senior staff at the home, to deal with any issues that needed attention.