

Zion Care (St Albans) Limited

St Albans Nursing Home

Inspection report

Clarence Avenue
Knott-end-on-Sea
Poulton Le Fylde
Lancashire
FY6 0AH

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08 November 2023

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

St Albans Nursing Home accommodates 34 people in one adapted building. Accommodation is on 2 floors with a passenger lift for access between the floors. St Albans Nursing Home is situated in Knott End on Sea close to a regular bus route, shops and facilities. At the time of our inspection 32 people lived at the home.

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

Staff kept the building clean and tidy and maintenance checks were in place and up to date. Recruitment procedures were in place, and one recently employed staff member said, "A really good induction period and all checks were done before starting work." There were sufficient staff to care for people. Safeguarding training was mandatory, staff were aware of the processes to follow to enable people to be safe. Risks were assessed in detail and monitored to ensure individuals safety and promoted their independence within a risk framework. People received their medicines safely.

The management team had auditing systems to maintain ongoing oversight of St Albans Nursing Home and an efficient management team provided oversight and guidance for the service. Quality assurance processes ensured people were able to give their views of the service. A relative said, "They keep me informed all the time about [relative]. It is a very well-run home."

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 at this service was good (published 16 February 2018)

Why we inspected

This inspection was prompted by a review of the information we held about this service.

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 safe?

Good ●

The service was safe.

Details are in our safe findings below

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

St Albans Nursing 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 (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 carried out by 2 inspectors.

Service and service type

St Albans Nursing Home 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.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. 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.

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

Notice of inspection

This inspection was unannounced. The inspection activity started on 08 November and ended on the 10 November 2023.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and commissioners who work with the service. We also looked at information we had received and held on our system about the home, this included notifications sent to us by the provider and information passed to us by members of the public. 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 used all this information to plan our inspection.

During the inspection

We spoke with 5 people who lived at St Albans Nursing Home, a relative, 4 members of staff, a registered nurse, the deputy manager and 2 area managers. We observed staff interaction with people, also, we reviewed a range of records. These included care records of people, medication records, and 2 staff files in relation to recruitment. We also reviewed a variety of records relating to the management of the service. We had a walk around the premises and looked at infection control measures.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at quality assurance systems the provider had in place and staff training records.

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. At this inspection, this key question has remained the same. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The management team and nurses assessed risks to ensure people were safe. Staff took action to mitigate any identified risks and they were monitored by the management team.
- Staff understood people's needs and risks and knew what action to take to keep people safe, documents were dated to show risk assessments were updated and reviewed.
- Environmental risks were identified, and systems were in place to carry out regular safety related checks on essential equipment.
- Accidents and incidents were analysed to look for how a reoccurrence could happen. Action was taken to reduce the risk of accidents.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The MCA requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty.

Staffing and recruitment

- Sufficient staff were deployed to ensure people were cared for in a timely way. Nurses were employed 24 hours of the day to ensure people were safe. One person said, "I feel safe because there are a lot of staff around." Another person said, "I press the buzzer and they come in good time."
- Staff recruitment processes were good and thorough. One staff member said, "I know all my checks were in place firstly."

Using medicines safely

- Medicines were managed safely. Records for the receipt, administration and disposal of medicines were kept. There were written protocols to guide staff on the administration of medicines prescribed 'as and when' required. People received their medication safely by trained staff.
- Auditing processes to monitor medicines and identify any issues were undertaken regularly. Nurses were

employed to administer medicines.

Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and control practices.
- We were assured that the provider had processes to admit people safely to the service.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- 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.

Visiting in care homes

- People were able to receive visitors without restriction, in line with best practice guidance.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe and confident with staff that cared for them. One person said, "Yes we feel safe here with the way the staff treat us, they are so kind and caring."
- There were effective safeguarding processes in place. The management team and staff had a good understanding of safeguarding people. They understood their responsibilities for keeping people safe and the processes for reporting any concerns.
- Staff told us they had received training in areas of safeguarding adults which was updated in a timely way. Records looked at confirmed this.

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. At this inspection, this key question has remained the same. This meant people's outcomes were consistently good, and people's feedback confirmed this

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The registered manager and deputy manager were supported by nurses and care staff who were well trained and understood their responsibilities for delivering care for people. A staff member said, "We have a good skill set of different people which works well for the people here."
- The management team had established systems for monitoring the quality and safety at St Albans Nursing Home and were aware of their regulatory responsibilities to other agencies.
- The management team were open and honest about what achievements had been accomplished. In addition, what had not worked so well and where improvements might be needed.

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

- The management team had systems to ensure person-centred care that achieved good outcomes for people. One person said, "The manager is wonderful and always around which is nice."
- People's individuality was respected, and they were encouraged and helped to maintain their abilities and follow their own ambitions and way of life choices wherever possible. One person said, "The staff are wonderful, and I enjoy helping them with daily tasks, it keeps me young and active."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager encouraged candour through openness. The management team and staff were clear about their roles, and understanding of quality performance, risks and regulatory requirements. It was evident if any complaints were made, they would be listened to, and their concerns and worries would be investigated.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People felt involved in their care and development of St Albans Nursing Home. They were able to give their views about the service through satisfaction questionnaires and regular meetings. A relative said, "They are so approachable the managers and value my opinions."
- The management team held 'resident' and staff meetings for the exchanging of views and ideas.

Working in partnership with others

- The service worked well with other professionals. Records showed the management team sought advice

and guidance when needed from health and social care professionals.

- The management team worked with other agencies and relatives to share good practice and enhance good nursing care at St Albans Nursing Home.