

Kapil Care Homes Limited

Balmoral House

Inspection report

Old Brumby Street
Old Brumby
Scunthorpe
South Humberside
DN16 2DB

Tel: 01724854836

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26 January 2021

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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

Balmoral House is a purpose-built residential care home that can accommodate up to 60 people over two floors. The service was providing personal care to 46 older people and people living with dementia at the time of the inspection.

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

People were happy with the care they received, they felt safe and well looked after. Staff had been recruited safely and there were enough staff on duty who were provided with the appropriate training to enable them to carry out their roles effectively.

The home was clean and tidy and additional cleaning was taking place to keep people safe from the risk of infection.

Care plans were up to date, risk assessments were in place and regularly reviewed. The registered manager carried out regular checks and analysis of falls and incidents to ensure learning from events was undertaken. This meant risks to people's health and safety were reduced.

People received their medicines on time and when they needed them. Staff had positive links with healthcare professionals which promoted people's wellbeing.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People and staff spoke highly of the registered manager and their commitment to the service.

A system was in place which was used to monitor the quality and safety of the service. People were regularly asked their views on the service provided and action had been taken when suggestions were made.

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 27 February 2019).

Why we inspected

The inspection was prompted in part due to concerns received about infection control. A decision was made for us to inspect and examine those risks.

We undertook a focused inspection to review the key questions of safe and well-led only.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

We found no evidence during this inspection that people were at risk of harm from this concern. 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 Balmoral House on our website at 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?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

Balmoral House

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 two inspectors.

Service and service type

Balmoral 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.

Notice of inspection

This inspection was unannounced.

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 professionals who work 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. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with six people who used the service and two relatives about their experience of the care

provided. We spoke with seven members of staff including the registered manager, deputy manager, senior care worker, two care workers, chef and head housekeeper.

We reviewed a range of records. This included six people's care records and multiple medication records. We looked at four staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We spoke with five professionals who regularly visited 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 Good At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Systems and processes were in place to safeguarding people from the risk of abuse.
- Staff were trained in safeguarding and had the skills and knowledge to identify and raise concerns internally and to relevant professionals.
- The registered manager was aware of their responsibility to liaise with the local authority if safeguarding concerns were raised.

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

- Risk assessments were in place and regularly reviewed. These provided staff with a clear description of any risks and guidance on the support people needed.
- The service was well-maintained and appropriate checks made on equipment to ensure it was safe to use.
- People and relatives were satisfied about safety in the service. A relative told us, "I think my relative is safe, it is one of the reasons I chose the place. The residents look well cared for and happy."
- Accidents, incidents and safeguarding concerns were recorded. Learning was shared with the staff team when things had gone wrong to reduce the risk of them happening again.

Staffing and recruitment

- Safe recruitment processes were in place and followed to protect people from the employment of unsuitable staff.
- There were enough staff on duty to meet people's needs. We observed that the service was calm, quiet and well organised.

Using medicines safely

- Medicines were safely received, stored, administered and destroyed when they were no longer required.
- Staff had received appropriate medicines training and had their competencies assessed.

Preventing and controlling infection

- The service was clean and tidy throughout. Staff had received infection prevention and control training. They followed government guidance on Covid-19 and the provider's policy and procedure to ensure people were protected from the risk of infections spreading.
- People were kept safe by staff who had received guidance on good hand hygiene practices and the appropriate use of Personal Protective Equipment (PPE).

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

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

- The service benefited from having a registered manager who was committed to providing good quality care to people who used the service.
- People spoke highly of the registered manager and staff team and their commitment to the service. Comments included, "[Registered manager's name] does a very good job, she is a lovely person" and "The staff are really good here."
- One relative said, "I have spoken to [Registered manager's name] on numerous occasions and continue to do so on a weekly basis. I have never experienced any problems and I am happy with everything, no issues whatsoever."
- Staff told us they felt listened to and that the registered manager was approachable. A staff member said, "[Registered manager's name] has been brilliant, the door is always open, and they are very approachable to everyone."

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

- The registered manager was clear of their role and responsibilities to be open, honest and apologise if things went wrong.
- A clear auditing system was in place to monitor the quality and safety of the service provided. Any actions required were implemented, shared with staff and used to improve the service.
- The registered manager communicated all relevant incidents or concerns both internally to the provider and externally to the local authority or CQC as required by law.
- The service was welcoming, and the atmosphere was warm and supportive. We observed people using the service were treated with respect and in a professional manner. A professional told us, "The staff have the relevant skills and knowledge to care for their residents. Everyone knows what their roles and responsibilities are."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics: Working in partnership with others

- People, relatives and staff were regularly asked to provide feedback on the service. One relative told us, "When I have visited there were always notices for suggestions and then what has been done with any

suggestions made."

- Staff meetings were held, which gave staff the opportunity to raise issues and make suggestions. Staff comments included, "They take everything on board that we discuss" and, "Even if we can't attend meetings, we are able to add items to the agenda to discuss."
- The service had good links with the local community and worked in partnership with other agencies to improve people's opportunities and wellbeing. A professional told us, "The service is well led. The team and I have a great professional relationship which translates to working well as a team to ensure patients receive the best care."