

Tamaris Healthcare (England) Limited

# Abigail Lodge Care Home - Consett

## Inspection report

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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

Abigail Lodge Care Home – Consett is a care home which can provide nursing and personal care for up to 60 people. The care home accommodates people over two floors in one adapted building. At the time of this inspection there were 49 people living at the service, some of who were living with a dementia type illness.

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

People and their relatives told us the care was safe and they were happy at Abigail Lodge Care Home – Consett. There were enough staff on duty and staff were recruited safely. There had been some staff turnover recently and the provider was actively recruiting permanent staff. They had measures in place to promote consistency within safe teams.

Staff were dedicated and committed to providing an effective service. Staff such as the administrator and auxiliary staff routinely matched their hours of work around the needs of the service.

People were protected from abuse by staff who understood how to identify and report any concerns. People were protected from harm as risks had been assessed and plans put in place to mitigate these. Medicines were managed safely.

Care staff adhered to Covid-19 guidance on working in a care setting. There was enough personal protective equipment (PPE) such as aprons, gloves and masks. Staff had undertaken training in putting on and taking off PPE. Visitors were screened before entering the building.

Interactions between people and the staff team were very positive and relatives also said they were made very welcome at the home. People were treated with kindness, dignity and respect.

The provider had ensured the governance arrangements were used to critically review practices within the service. We received positive feedback about how the service was managed. The new manager was in the process of becoming registered with CQC.

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 29 August 2019).

### Why we inspected

This was a planned inspection based on the rating at the last inspection.

This report only covers our findings in relation to the Key Questions safe and well-led which contain those requirements. The ratings from the previous comprehensive inspection for those key questions not looked

at on this occasion were used in calculating the overall rating at this inspection.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Abigail Lodge Care Home – Consett 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?**

**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.

# Abigail Lodge Care Home - Consett

## **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 prevention and control 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

An inspector completed the inspection.

#### Service and service type

Abigail Lodge Care Home – Consett is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 who is in the process of becoming 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

This inspection was unannounced.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with seven people who used the service about their experience of the care provided. We spoke with the regional manager, the manager, two nurses, a clinical healthcare assistant practitioners (CHAP), two senior care workers, nine care workers, the administrator, two ancillary staff members and the maintenance person. We observed how staff interacted with people using the service. We contacted four relatives following the visit.

We reviewed a range of records. This included seven people's care records and multiple medicine records. We looked at three 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.

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

Systems and processes to safeguard people from the risk of abuse

- The provider had effective safeguarding systems in place. All staff spoken with had a good understanding of what to do to make sure people were protected from harm or abuse. They had received appropriate and effective training in this topic area.
- People said they felt safe. We observed staff interact with people in a kind and compassionate manner. One person told us, "The staff are kind and really look after me well."
- Relatives said they were kept informed of any changes to people's needs. They found the care met people's needs and the staff were responsive, kind and kept their relatives safe.

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

- Risk assessments were in place to reduce the risk of harm to people. These included environmental and individual risk assessments and provided staff with guidance on the actions to take to reduce the risk.
- The service assessed people prior to them moving to the service to ensure the service could safely meet the person's individual needs.
- The service was committed to driving improvement and learning. The service responded appropriately when accidents and incidents occurred. Records were analysed for patterns or trends and incidents were used as a learning opportunity.
- The environment and equipment were safe and well maintained.

Staffing and recruitment

- There were enough staff to meet people's needs. The provider regularly reviewed dependency levels and ensured staffing consistently reflected people's needs. Due to recent staff changes several agency staff were used, particularly at night. The manager and provider were working to recruit to vacant posts and ensured there was consistency in the care team.
- Our observations indicated that staff were prompt to respond to people's needs. One person said, "I have no concerns and there seems to always be enough staff."
- The provider operated systems that ensured suitable staff were employed. We discussed with the provider the need to ensure application forms asked prospective employees to add their full work history and alter their Disclosure and Barring Service template so it included the checks which had been completed. They confirmed the necessary changes would be made.

Using medicines safely

- People's medicines were appropriately managed. Medicines were safely received, stored, administered and destroyed. Clear protocols were in place for the use of 'as required' medicines.
- Records showed, and staff confirmed they had received training in medicines management and they had

been assessed as competent 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

# Is the service well-led?

## Our findings

Well-Led – this means 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 good. 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; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- People told us the manager was approachable and acted swiftly to address any issues. One staff member said, "The manager listens to any suggestions and feedback we give."
- The service involved people and their families in discussions about individuals care and support needs. People told us they were confident staff had the skills they needed to provide them with the right care.
- The provider and manager regularly reviewed the systems and processes in the home to determine if improvements could be made. Action plans were used to identify and monitor where changes were required and how these could improve the service. For example, gaps in training and staff turnover had been identified, this had led to the development of action plans, which were effective at rectifying these issues.

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements

- The manager maintained clear oversight of the service. They critically reviewed the service to determine how further improvements could be made. Staff understood their roles, responsibilities and their accountability. They were held to account for their performance where required.
- There was a positive culture in the home. Staff provided a happy yet calm atmosphere where people were empowered to participate in their care and make their own decisions.
- Reports had been sent to alert the CQC and local authorities when incidents occurred.

Working in partnership with others

- The service had good links with the local community and worked in partnership with other agencies to improve people's opportunities and wellbeing.