

Mrs Brenda Christine Bell & Mr Darren Bell

# North Shore Nursing home

## Inspection report

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Date of inspection visit:  
28 April 2021

Date of publication:  
02 June 2021

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>
Is the service caring?	<b>Inspected but not rated</b>
Is the service well-led?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### About the service

North Shore Nursing Home is a nursing home providing personal care to support up to 25 people who live with dementia and/or a physical disability. At the time of our inspection there were 25 people living at the home. It is situated in a residential area of Blackpool close to the promenade. There are three floors with 23 single rooms and a double room. There are on-site gardens and several communal areas for people's comfort and enjoyment. North Shore Nursing Home will be referred to as North Shore within this report.

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

People's safety was at the heart of care delivery. One relative told us, "They were excellent before the pandemic and they are excellent still now. I sleep easy at night." The registered manager had strict, effective infection control measures in place.

The management team and provider continued to deliver outstanding care focused on the individual and their diverse needs. Different levels of managers regularly checked during the day to ensure levels of care and compassion remained high. A relative said, "The care is second to none."

We found the same exceptional quality assurance and risk management of care delivery as we did at our last inspection. North Shore had excellent management and highly skilled staff whose priority was giving people the best possible lives.

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 and update

The last rating for this service was outstanding (published 25 May 2018).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we received about the service. The inspection was prompted in part due to concerns received about risk assessment and mitigation, people's privacy and dignity, quality assurance and leadership. A decision was made for us to inspect and examine those risks. We found no evidence during this inspection that people were at risk of harm.

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.

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

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.

#### 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.

**Inspected but not rated**

### **Is the service caring?**

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**

# North Shore 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

This inspection was carried out by one inspector.

#### Service and service type

North Shore 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

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we held about the service. We sought feedback from the local authority commissioning team. 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 North Shore and made the judgements in this report. We used all of this information to plan our

inspection.

During the inspection

We spoke about North Shore with three relatives, four staff and the registered manager. We walked around the building to carry out a visual check. We did this to ensure North Shore was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We did this to ensure the provider had oversight of the home, responded to any concerns and led North Shore in ongoing improvements. We checked care records and looked at infection control protocols, leadership and quality oversight.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed the home's auditing 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. 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 specific concerns we had about risk assessment and mitigation. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People's safety was at the heart of care delivery. The highly detailed risk reduction processes noted at our last inspection were further enhanced to protect everyone from risks associated with the pandemic. The management team reassessed every aspect of the service, including care planning, risk assessment, infection control, environmental safety, auditing and human resources. They had various control measures and mitigation plans for people, relatives, staff and visitors.
- Staff were highly skilled at diverting and de-escalating risks, such as behaviours that challenged the service, social distancing and cleanliness. Relatives confirmed they felt their family members were safe. One relative said, "Just by the fact that they have high staffing levels shows they go above and beyond to make sure the residents are safe."

### Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider had processes to admit people safely to the service.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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.

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as outstanding. 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 specific concerns we had about managing behaviours that challenge the service, nutrition and training. We will assess all of the key question at the next comprehensive inspection of the service.

Ensuring people are well treated and supported; respecting equality and diversity

- The management team and provider continued to deliver outstanding care focused on the individual and their diverse needs. They maintained extensive equality and diversity training and staff demonstrated a natural ability to treat people on a highly person-centred level. An employee told us, "We take equality and diversity very seriously here and we really want to make sure we include and support everyone, make them feel comfortable and at home."
- Staff engaged with individuals or small groups of people throughout our inspection, paying particularly attention to their wellbeing. They were continuously respectful towards everyone at the home and improved each person's mental health through extensive activities all day long. A relative said, "I've never seen a more respectful bunch of people in all my life. My [relative] is treated like a queen."

Respecting and promoting people's privacy, dignity and independence

- Staff and the management team maintained the excellent standards of privacy and dignity we found at our last inspection. Different levels of managers regularly checked during the day to ensure levels of care and compassion remained high. A staff member stated, "An important part of my role is monitoring staff are looking after residents in a dignified manner. The staff here are excellent at that, they really do care about the residents like their own family."
- Exceptional staffing levels to a ratio of nearly 1:1 meant staff had considerable time to maximise each person's independence. Care delivery went beyond simply meeting people's needs because staff worked hard as a team to give them meaningful lives and constantly boost their wellbeing. For example, one relative commented, "The amazing staff numbers mean there are four or five different activities at any one time. They play games, get pampered, then have some exercise before a karaoke session."

# 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 outstanding. 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 specific concerns we had about quality assurance and leadership. We will assess all of the key question at the next comprehensive inspection of the service.

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

- We found the same exceptional quality assurance and risk management of care delivery as we did at our last inspection. A well-structured management team closely monitored all aspects of care and service delivery to ensure this remained high. The registered manager strengthened their excellent auditing system to retain clear oversight of additional risk caused by the pandemic.
- The registered manager was a very strong leader, passionately caring and supporting staff in the delivery of care. Staff spoke about a fluid approach to people's support throughout each shift. An employee commented, "I feel very valued as a staff member, I love working here."
- Relatives confirmed their family members were assisted to live in a welcoming, homely environment run by very skilled staff. One relative explained highly effective management was balanced with compassionate and kind individuals.

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

- The key to outstanding care at North Shore was excellent management and highly skilled staff whose priority was giving people the best possible lives. The provider had exceptional staffing levels, enhanced their policies and procedures and increased activities during the pandemic.
- The provider and registered manager were acutely aware that reduced visiting meant people could deteriorate and did everything they could to mitigate this risk. They installed two large screens to maintain virtual contact between people and their families. Additionally, they purchased electronic equipment to check the temperature and identity of visitors before admittance.
- Relatives spoke about the home in a complementary way. One relative said, "They were outstanding last time and they have not dropped at all, if anything they have got even better."