

Beechwood (Liverpool) Limited

Beechwood Specialist Services

Inspection report

Beechwood Road South
Aigburth
Liverpool
Merseyside
L19 0LD

Tel: 01514273154

Date of inspection visit:
19 August 2021

Date of publication:
13 September 2021

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

Beechwood Specialist Services is a care home. The service is registered to provide personal and nursing care to up to 60 people with a variety of mental and physical health needs. At the time of our inspection, there were 33 people living at the service.

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

Staff followed good infection control practices and used personal protective equipment (PPE) to help prevent the spread of infection. People and staff were tested regularly for COVID-19 in line with current guidance.

The registered manager demonstrated a commitment to ensuring the service was safe and had worked hard to implement checks on safety and quality.

Records relating to the management of risk were clear and guided staff in their practice to keep people safe from avoidable harm. We noted improvements to the number of staff trained to safely intervene when people were at risk of harm.

The registered manager kept records of all accidents and incidents. All relevant incidents or concerns were communicated to the local authority and CQC as required by law.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

This was a targeted inspection that considered the management of risk, infection control and governance. Based on our inspection of these areas, the service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, right culture. People's care records were person-centred. Staff had a positive attitude and were trained to support people in the least restrictive way possible. People had access to the community and the service recognised the importance of facilitating outward visits with friends and relatives.

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 requires improvement (published 1 October 2020).

The provider completed an action plan after the last inspection to show what they would do and by when to

improve.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

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.

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 COVID-19 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 requires improvement. 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 requires improvement. 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

Beechwood Specialist

Services

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 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

Beechwood Specialist Services 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 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 two people who used the service about their experience of the care provided. We spoke with three members of staff including the registered manager and the operations manager.

We checked the safety of the environment. We reviewed a range of records. This included three people's care records and a variety of records relating to the management of the service, including quality and safety audits.

After the inspection

We spoke with two relatives about their experience of the care provided. We spoke with three staff members. We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance 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 requires improvement. 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 if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

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 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 requires improvement. 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.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. 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; Continuous learning and improving care

- The registered manager demonstrated a commitment to ensuring the service was safe and had worked hard to implement more robust checks on safety and quality. They had followed through actions required, which had impacted positively on the safety and quality of the service.
- An action plan was in place and being followed to deliver further improvements.
- Records relating to the management of risk were clear and guided staff in their practice to keep people safe from avoidable harm. There were improvements in the updating of risk assessments following significant incidents.
- Referrals to healthcare professionals, such as the speech and language team, were made appropriately and their advice was recorded clearly in people's care plans.
- We noted improvements to the number of staff trained to safely intervene when people were at risk of harm. Relatives we spoke with felt staff were well trained to support people with behaviours that challenge. One relative told us, "[Staff] are well trained when it comes to managing [behaviours] as [person] can be unpredictable."
- The registered manager kept records of all accidents and incidents. These were analysed and actions put in place to reduce the risk of recurrence. All relevant incidents or concerns were communicated to the local authority and CQC as required by law.