

Mr & Mrs Allison

# Beachville West End

## Inspection report

Beachville Care Home  
West End  
Newbiggin-by-the-sea  
Northumberland  
NE64 6XD

Tel: 01670817345

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02 February 2022  
10 February 2022

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### Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Good ●

Is the service effective?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

# Summary of findings

## Overall summary

Beachville West End provides personal care and accommodation for up to 13 people. It is a large detached house with views overlooking the sea. Accommodation was spread over two floors. At the time of the inspection, 12 people were living at the home, some of whom had a dementia related condition.

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

People were not always engaged and involved with regards to their care and support. An important decision was made about one person's care and support without any consultation or involvement with the person for their feedback.

Records did not always evidence that best practice was followed. Checks carried out by management staff had not identified these issues. We have made a recommendation about this.

Training in certain areas had not been carried out as planned due to COVID-19. During our inspection, management staff reviewed training intervals and updated their training policy. The registered manager told us that all training would be reviewed with staff in May 2022.

Prior to our inspection, we received a concern about visiting. On the first day of our inspection, records did not fully evidence that visiting procedures fully aligned to government guidelines; however, the relatives we spoke with during the inspection, told us they were very happy with the arrangements in place. During the inspection, management staff updated records and their procedures relating to visiting at the home.

The home was clean and well maintained. Comments from relatives included, "It's definitely clean, I look out for that and they're always wearing their PPE" and "They have taken every precaution, they're spot on."

People and relatives spoke positively about the staff and the care provided. Comments from relatives included, "It's like a second family" and "I cannot fault them, my mum gets excellent care."

There was a system in place to manage medicines safely. We identified several minor issues relating to the recording of medicines and the storage of keys which management staff immediately addressed.

People were supported to eat and drink enough to meet their needs.

People and relatives spoke positively about the "homely" environment of Beachville West End. There was an outside garden area with summerhouse which had been important during the COVID-19 pandemic for visiting.

Staff told us how they had worked together as a team during the pandemic to promote people's wellbeing. One staff member said, "We all have worked endless hours during the pandemic so that our residents have the care and the support that they need. We all work well together as a team and have very supportive

management who work hard putting all procedures and guidelines in place they are always there when we need them and helping us with our residents and it's rewarding to ourselves knowing we have protected our residents throughout."

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 10 December 2019).

#### Why we inspected

Prior to our inspection, we received a concern about visiting. A decision was made for us to inspect, to review visiting arrangements in place at the home.

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.

During the inspection, we found that one person had not been involved in an important decision about their care and support. We therefore widened the scope of the inspection to become a focused inspection which included the key questions of safe, effective and well-led.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed to requires improvement based on the findings of this inspection. We have found evidence that the provider needs to make improvements. Please see the full report below for further details. You can see what action we have asked the provider to take at the end of this report.

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

#### Enforcement and Recommendations

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the service and will take further action if needed.

We identified one breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to person centred care. Please see the action we have told the provider to take at the end of this report.

We have also made recommendations in the safe, effective and well led sections relating to the review and implementation of best practice guidance. Please see the full report for further details.

#### Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. 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 effective?

Requires Improvement ●

The service was not always effective.

Details are in our effective findings below.

### Is the service well-led?

Requires Improvement ●

The service was not always well-led.

Details are in our well-led findings below.

# Beachville West End

## 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 Health and Social Care Act 2008.

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

Beachville West End is a 'care home.' People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Beachville West End is a care home without nursing care. 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 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 our inspection there was a registered manager in post.

#### 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 (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

#### During the inspection

We spoke with two people and five staff including the nominated individual, the registered manager, deputy manager and care staff. 11 staff also wrote to us with their experiences of working at Beachville West End. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

#### Following the inspection

We spoke with eight relatives for their feedback about the care provided. We also reviewed records which the management team sent us electronically relating to people's care, policies and procedures and staff training.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last comprehensive inspection we rated this key question good. At this inspection, the rating for 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

- There were systems in place to safeguarding people from the risk of abuse. People told us they felt safe. This was confirmed by the relatives we spoke with.

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

- Risks were assessed and monitored. However, records did not always demonstrate that best practice was followed in relation to moving and handling and the assessment of risk.

We recommend the provider researches and implements best practice guidance relating to the assessment and management of risk.

The registered manager told us they had introduced a new falls risk assessment and had updated another person's care plan with regards to moving and handling.

Staffing and recruitment

- Safe recruitment procedures were followed. Disclosure and Barring Service (DBS) were in place. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- There were sufficient staff deployed to meet people's needs.

Using medicines safely

- There was a system in place to manage medicines. We identified several minor issues around the recording of medicines and the storage of keys which management staff immediately addressed.

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 signposted the provider to resources to develop their approach following our first visit to the home. These had been implemented at our second visit to the home.

#### Visiting in care homes

- On the first day of our inspection, records did not fully evidence that visiting procedures fully aligned to government guidelines; however, the relatives we spoke with during the inspection, told us they were very happy with the arrangements in place. During the inspection, management staff updated records and their procedures relating to visiting at the home.



# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At our last comprehensive inspection we rated this key question good. At this inspection the rating has changed to requires improvement. This meant the effectiveness of people's care, treatment and support did not always achieve good outcomes or was inconsistent.

Ensuring consent to care and treatment in line with law and guidance

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 MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- Information about consent was included in people's care plans. However, we found that one person had not been consulted or involved in an important decision about their care and support.

The failure to ensure that people were involved in decisions about their care was a breach of Regulation 9 (Person-Centred Care) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- DoLS applications had been made to the local authority in line with legal requirements.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were assessed. Records did not always demonstrate that best practice was followed in relation to moving and handling and the assessment of risk.

We recommend the provider researches and implements best practice guidance relating to the assessment of people's needs.

The registered manager told us they had introduced a new falls risk assessment and had updated another person's care plan with regards to moving and handling.

- People and relatives talked positively about the care staff provided. Comments included, "They treat her like family, they do – it's the little touches. We've been so lucky to get my mum there" and "The staff are lovely, it's one of the best homes I've been in."

#### Staff support: induction, training, skills and experience

- Training in certain areas had not been carried out as planned due to COVID-19. During our inspection, management staff reviewed training intervals and updated their training policy. The registered manager told us that all training would be reviewed with staff in May 2022.
- There was a system in place to support staff in their job roles. Staff told us they felt supported.

#### Supporting people to eat and drink enough to maintain a balanced diet

- People were supported to eat and drink enough to meet their needs.

#### Adapting service, design, decoration to meet people's needs

- People and relatives spoke positively about the "homely" environment of Beachville West End. There was an outside garden area with a Summerhouse which had been important during the COVID-19 pandemic for visiting. Comments from relatives included, "Praise where praise is due, my [relative] loved the garden and they had her in the garden weeding. One of the girls even takes her dog in. It's the extras that they give, it's one big family" and "When you speak or visit, she seems much happier, she says it's nice there. It's more homely and suitable for her, more tailored to the individual."

#### Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff liaised with health and social care professionals to help ensure people's health needs were met.

# 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 our last inspection we rated this key question good. At this inspection the rating has changed to requires improvement. This meant the service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; 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

- Checks were carried out to monitor the quality and safety of care at the home, however, we did have concerns that an important decision was made about one person's care and support without any consultation or involvement with this person. In addition, records did not always evidence that best practice guidance was followed.

We recommend the provider reviews their quality monitoring system to ensure that best practice guidance is followed in all aspects of the home.

- The nominated individual/provider was at the home at the time of the inspection. Management staff spoke positively about the support they received from him. It was not clear however, what checks were carried out by the provider. Following our inspection, the registered manager told us that all provider checks, monitoring visits and meetings would now be recorded.
- There had been a delay in notifying CQC of several incidents at the home. Registered providers must notify us about certain changes, events and incidents that affect their service or the people who use it. The registered manager told us she was aware of her responsibilities to notify CQC and any future notifications would be sent without delay.
- During our inspection, both the registered manager and deputy manager applied to enrol on the local authority's 'Excellence in care' programme to further enhance their knowledge and skills. The deputy manager was also completing their level 5 Diploma in Health and Social Care.
- People and relatives talked positively about the staff and the care they provided. Comments from relatives included, "She's happy and her laughing speaks volumes" and "The staff genuinely love her."
- Staff also spoke positively about working at Beachville West End. One member of staff stated, "The support and help we receive from management is amazing. I have never worked anywhere where the management is so hands on and doesn't just sit in an office out the way. We really are one team and that reflects on our lovely [people] too. It is such a great environment. If I had to choose anywhere for my parents to be when they reach the stage of needing care, it would be Beachville."

#### Working in partnership with others

- Staff liaised with health and social care professionals and other agencies to help ensure people's needs were met. The registered manager was reviewing the home's communication methods with professionals, since they explained that sometimes repeat phone calls were required to notify relevant professionals of events within the home
- The registered manager told us they were going to work with a charitable organisation with regards to falls prevention.

This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 9 HSCA RA Regulations 2014 Person-centred care</p> <p>People had not always been consulted or involved in their care. An important decision about one person's care had not been discussed with them. Regulation 9 (1)(c)(3)(a)(b)(c)(d)(e)(f)(g).</p>