

The Yachtsman Limited

The Yachtsman Care Home

Inspection report

41-42 Laidleys Walk
Fleetwood
Lancashire
FY7 7JL

Tel: 01253873472
Website: www.theyachtsman.org.uk

Date of inspection visit:
27 June 2022

Date of publication:
12 July 2022

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

The Yachtsman Care Home is registered to provide personal care for up to 32 people. They support older people or people with dementia. Accommodation is on three floors with a passenger lift for access between the floors. There are two lounges and dining rooms and a smaller quiet lounge. At the time of our inspection visit there were 25 people who lived at the home.

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

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.

Medicines were stored, managed and administered as prescribed. People were safe and protected from abuse and avoidable harm. The registered manager identified risks, and this was documented to support staff and ensure people's safety. Staff followed infection prevention and control procedures related to COVID-19 and other infections. Visitors were welcomed into the home and asked to follow infection prevention measures to keep people and staff safe. Staff were recruited safely, and staffing levels were flexible to support people's needs. The registered manager had systems to learn from incidents to further improve the safety of the service.

The management team had auditing systems to maintain ongoing oversight of the service and make improvements where necessary. Quality assurance processes ensured people and their relatives were able to give their views of the service and improvements made when they were

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 04 December 2017).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

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.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The

Yachtsman Care Home on our website at www.cqc.org.uk.

Follow up

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 well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

The Yachtsman Care 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 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

One inspector carried out the inspection.

Service and service type

The Yachtsman Care Home 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. The Yachtsman Care Home 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

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.

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority, Healthwatch and professionals who work with the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all this information to plan our inspection.

During the inspection

We spoke with five people who used the service and two relatives shared their views of the service. We spoke with seven members of staff, including the registered manager, the provider, deputy manager, senior carer, two carers and a housekeeping member of staff. After the inspection visit, we spoke with a member of the district nurse team to gain their feedback.

We had a walk around the home to make sure it was homely, suitable and safe. We observed the care and support people received. This helped us understand the experience of people who could not talk with us.

We reviewed multiple medicine administration records, medicines stocks and storage and observed medicines administration. We reviewed four people's care records and looked at five staff files in relation to recruitment. We looked at a variety of records relating to the management of the service, including policies and procedures.

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 inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Using medicines safely

- Medicines were managed safely and stored securely at the correct temperatures. However, several temperature checks for the month of June had not been recorded. We discussed this with the registered manager who stated they would take action to minimise the risk of this reoccurring.
- People received their medicines safely. Controlled drugs were stored safely and the stock we looked at matched the stock levels recorded. Controlled drugs are drugs that are subject to high levels of regulation as a result of government decisions about those drugs that are especially addictive and harmful.
- There were systems in place to audit medication practices and clear records were kept showing when medicines had been administered or refused.
- Where people were prescribed medicines they only needed to take occasionally, guidance was in place for staff to follow. This helped to ensure those medicines were administered in a consistent way.

Assessing risk, safety monitoring and management

- The registered manager had assessed and recorded risk to keep people safe. They had reviewed care plans to ensure assessments were clearly linked to identified risks which included mental health, mobility and any health and behavioural conditions.
- Each person had a personal emergency evacuation plan (PEEP). A PEEP is a plan for a person who may need assistance, for instance, to evacuate a building or reach a place of safety in the event of an emergency.
- People had access to call bells to alert staff if they required support. One person told us, "I am always ringing it [call bell]. They always come when I ring."

Systems and processes to safeguard people from the risk of abuse

- The registered manager had systems to record, report and analyse any allegations of abuse. Staff had received training to recognise abuse and knew what action to take to keep people safe, including reporting any allegations to external agencies.
- Feedback from people, relatives and staff was that The Yachtsman Care Home was a safe place to live. One person told us, "The staff are very friendly and yes I do feel safe here." One staff member said, "I have a job to protect the residents and that's what I do." One relative commented, "I can leave here knowing [family member] is looked after and safe."

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

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty. Any conditions related to DoLS authorisations were being met.

Staffing and recruitment

- Systems were in place to ensure staff were recruited safely and records confirmed a range of checks including references, disclosure and barring checks (DBS) had been requested and obtained prior to new staff commencing work in the service. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- The registered manager ensured appropriate staffing arrangements were in place to meet the assessed needs of people in a timely manner.

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 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.

The registered manager supported visits for people in accordance with infection prevention guidance. We spoke with two visitors who praised the safeguards in place when visiting their relative. One visitor said, "I can come when I want and they never know when I am coming."

- The Yachtsman Care Home had been awarded a five-star rating following their last inspection by the 'Food Standards Agency'. This graded the service as 'very good' in relation to meeting food safety standards about cleanliness, food preparation and associated recordkeeping.

Learning lessons when things go wrong

- Accidents and incidents were recorded and reviewed by the registered manager and shared with health and social care professionals. This was to identify any learning which may help to prevent a reoccurrence of the incident or accident.

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. The rating for 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

- People and relatives reported a positive culture that was enabling, supportive and helped to ensure they felt valued. One person said, "I think it's great here." A second person told us, "It is a care home, but it is more than that. The staff are so genuine." One relative told us, "The staff are lovely." A second relative said, "The staff talk with people even when they are busy. It's the little things and they have that here."

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

- The registered manager was aware of their responsibilities under the duty of candour, that is, their duty to be honest and open about any accident or incident that had caused or placed a person at risk of harm.
- The management team were clear about their role and responsibilities. Each member of the management team had delegated tasks, overseen by the registered manager. They ensured they were appropriately trained and had knowledge of developments in the health and social care sector.
- Effective and continuous governance was embedded into the running of the service with a strong framework of accountability.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Questionnaires were used to gain peoples', relatives' and health professionals' views. Feedback included, 'Excellent home, feels like family', 'We are very happy with the care and staff' and, 'Best bunch of girls'.
- Relatives praised the communication between themselves and staff. One relative told us they regularly received telephone updates on their family member.
- The registered manager managed their workload, so they spent time with people and working alongside staff. One person said, "[Registered manager] is always around and people ask to speak with her all the time." One staff member told us, "[Registered manager] helps out, even with the cleaning."
- There were daily handover meetings for staff when shifts changed. This allowed staff to be updated on relevant information related to people's care and support requirements.

Continuous learning and improving care

- The registered manager and provider had kept up to date on policies, procedures and best practice guidance and had been responsive in implementing changes to drive improvements and keep people and

staff safe.

Working in partnership with others

- The management team and staff worked effectively with health and social care professionals to meet people's needs. One health professional told us, "They are very supportive of our patients and follow advice when it is given."