

Indigo Care Services Limited

Castleford Lodge

Inspection report

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11 July 2022

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02 August 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Castleford Lodge provides accommodation for up to 60 older people who require nursing or personal care, some of whom may be living with dementia. At the time of our inspection there were 44 people using the service. The care home accommodates people across two floors, the ground floor specialises in dementia care with nursing, and the second floor provides residential and nursing care.

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

This was a targeted inspection that considered how people's medicines were managed. Based on our inspection we found the provider had systems and protocols in place to ensure people received their medicines as prescribed.

Staff were suitably trained, and assessments were carried out to ensure staff were competent to administer medicines. We saw staff administering medicines in line with national guidelines.

We observed staff interacting with people and found they were kind and considerate in their approach.

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 17 May 2022.)

Why we inspected

The inspection was prompted in part by notification of a specific incident, following which a person using the service died. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident. The information CQC received about the incident indicated concerns about the management of medicines. This inspection examined those risks. We found no evidence during this inspection that people were at risk of harm from this concern.

We undertook this targeted inspection in response to a specific concern regarding the management of medicines. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check 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.

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

At our last inspection we rated this key question Good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Castleford Lodge

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. This was a targeted inspection to check on a concern we had about the management of medication.

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

Castleford Lodge 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. Castleford Lodge is a care home with 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 (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We reviewed information we received about the service since the last inspection. We sought feedback from the local authority who work with the service. We used all this information to plan our inspection.

During the inspection

During the inspection we spoke with four staff, including the operations manager, registered manager, deputy manager and a nurse. We spoke with a relative and a visiting healthcare professional.

We spent time observing the care people received and how staff interacted with people. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We saw a range of medicines records, care records, audits and incident records in relation to medicines. We requested and reviewed further records in relation to the management of the medicines, which were provided to us remotely.

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 this key question was rated Good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about the management of medicines. We will assess the whole key question at the next comprehensive inspection of the service.

Using medicines safely

- The provider had systems in place to manage medicines. Policies and procedures were in place and up to date.
 - Staff received regular training and assessments were carried out to ensure staff were competent to administer medicines. During our inspection we saw staff administering medicines in line with national guidelines.
 - Where medicines were prescribed 'as required' or 'as directed' there were protocols in place to give staff guidance on when these should be taken. Where people received medicines covertly, detailed care plans were in place. Best interest decisions were made in line with the Mental Capacity Act 2005 regarding this aspect of people's care.
 - The registered manager had effective systems in place to monitor medicine stocks, and medicines were stored safely. The registered manager kept detailed records of any medicines errors. These included a root cause analysis to determine the cause and reduce risks to people. The registered manager carried out audits of medicines. As these were not always effective in identifying recording errors, the provider was implementing a more thorough auditing system. However, this was not yet embedded into practice.

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 accessing testing for people using the service and staff.
- 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 somewhat assured that the provider was using PPE effectively and safely.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

We have also signposted the provider to resources to develop their approach.

Visiting in care homes

- Visiting arrangements were in place and people were receiving visitors.