

JN Healthcare Group Limited

Carolann House

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service caring?	Inspected but not rated

Summary of findings

Overall summary

About the service

Carolann House is a residential care home registered to provide accommodation and personal care. At the time of our inspection 3 children were living at the home. The service can support up to 4 people.

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

This was a targeted inspection that considered how the service safeguarded people from abuse and how the provider ensured people were treated with kindness, respect and compassion.

During the course of the inspection we identified that Carolann House was not carrying out a service that is regulated by CQC. This is because the provider was wholly supporting children and therefore any care and accommodation is not within the remit of CQC.

As a result, we cannot make a judgement about the quality and safety of the service being provided at Carolann House.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Why we inspected

The inspection was prompted in part due to concerns received about safeguarding procedures and how people were treated. 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 from this concern.

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

Is the service caring?

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

Carolann House

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 safeguarding procedures and how people were treated.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Carolann House 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. Carolann House is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

However, during the inspection it was established that Carolann House was not carrying out a service that is regulated by CQC. This is because the provider was wholly supporting children and therefore any care and accommodation is not within the remit of CQC.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

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 of this information to plan our inspection.

During the inspection

We spoke with 3 children who used the service. We spoke with 7 members of staff including the nominated individual, registered manager, senior carers and care workers. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We reviewed a range of records including safeguarding records and incident documentation.

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 if the provider had effective safeguarding systems and processes in place, due to concerns we had received about the service.

How do systems, processes and practices safeguard people from abuse?

- The provider had established a system for reviewing incidents, safeguarding matters and the use of restraint.
- The staff team had received training in safeguarding people and felt confident in responding to any incidents at the service.

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 our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the caring key question at this inspection.

The purpose of this inspection was to check if the provider ensured that people received a kind, respectful service, due to concerns we had received.

How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?

- During the inspection, we met with the children at the service and spent time observing the environment and staff practice. We observed good practice and received positive feedback about Carolann House. However, as the young people were not receiving a service regulated by CQC, we cannot make a judgement about this area.