

D Clough

# Deerplay Care Home

## Inspection report

10 Heald Lane  
Weir  
Bacup  
Lancashire  
OL13 8NZ

Tel: 01706878442

Website: [www.deerplayresthme.com](http://www.deerplayresthme.com)

Date of inspection visit:  
25 November 2020

Date of publication:  
11 December 2020

### 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

Deerplay Care Home is a residential care home providing personal care to 10 people aged 65 and over at the time of the inspection. The service can support up to 15 people. The home is a converted chapel set in its own grounds. Accommodation is provided in single rooms.

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

People told us they felt comfortable and safe living in the home. The provider and staff understood their responsibilities to raise concerns and report incidents or allegations of abuse. Risk assessments were carried out to enable people to retain their independence and receive care with minimum risk to themselves or others. The home was clean in all areas seen and staff followed safe infection control practices. Following the inspection, the provider assured us the whole staff team would be tested for coronavirus on a weekly basis in line with government guidance.

There were systems in place to record and investigate accidents or incidents. Any learning was discussed with the staff team. The provider understood their responsibility to be open and honest when something went wrong. Following the inspection, the provider developed a template to record all staff handover meetings.

There were sufficient numbers of staff deployed to meet people's needs and ensure their safety. However, the care staff also had additional cleaning duties. Following the inspection, the provider sent us a copy of a job advert for cleaning staff. The provider operated an appropriate recruitment procedure.

The provider had systems to check the quality of the service and to monitor staff practice. People's views were sought about the service and acted on. The provider agreed to consider different ways of providing activities and social stimulation. People were involved in decisions about their care and support. The provider and staff worked with external professionals to ensure people received prompt and coordinated care.

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 18 January 2018).

### Why we inspected

This was a planned inspection based on the previous rating.

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 coronavirus and other infection outbreaks effectively.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

#### 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?

Good ●

The service was safe.

Details are in our safe findings below.

### Is the service well-led?

Good ●

The home was well-led.

Details are in our well-led findings below.

# Deerplay 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 Care Act 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 one inspector.

#### Service and service type

Deerplay Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection.

The provider is registered with the Care Quality Commission and they also act as the manager. This means they 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 announced. We gave a short period notice of the inspection due to restrictions in place during the COVID pandemic.

#### During the inspection

We spoke with four people who lived in the home, two care staff, two relatives and the provider.

We carried out a tour of the premises and reviewed a range of records. This included two people's care records and multiple medication records. We looked at two staff files in relation to recruitment and staff

supervision. A variety of records relating to the management of the service were also reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. They sent us copies of an updated infection prevention and control audit, a template for a handover record, record of health questions for essential visitors, water temperature records and a copy of the advertisement for a housekeeper.

# 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 good. At this inspection, this key question has remained the same. This meant people were safe and protected from avoidable harm.

### Preventing and controlling infection

- From inspecting the infection prevention and control arrangements in the home, 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. Following the inspection, the provider assured us the whole staff team would be tested for coronavirus on a weekly basis in line with current government guidance.
- 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 have also signposted the provider to resources to develop their approach. This included the development of health screening questions for essential visitors.

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

- The staff assessed and managed risks to people's health, safety and wellbeing. People's care records included guidance for staff about how to provide their care in a safe way. We were assured one person's nutrition risk assessment would be updated following the inspection.
- The provider had arrangements to carry out maintenance and safety checks on the installations and equipment. All safety certificates seen were complete and up to date.
- The staff completed appropriate forms to record any accidents and incidents. The provider had carried out investigations as necessary following any incidents to make sure any action taken was effective.
- The provider carried out a monthly analysis of accidents and incidents to identify any patterns or trends. They explained any lessons learnt were discussed with the staff during daily conversations and by using the communication book. Following the inspection, the provider developed a template to record the staff handover meetings.

### Staffing and recruitment

- People told us there were usually sufficient staff on duty and confirmed the staff attended promptly to their needs. One person told us, "The staff are very nice and help me all they can."

- According to the staff rota, there were two care staff on duty at all times. However, the care staff had additional duties, which included cleaning. Following discussion with the provider, they agreed to re-advertise a housekeeping vacancy immediately.
- We looked at two staff recruitment files and noted the staff had completed an application form and provided full work histories. We saw appropriate checks had been carried out before they commenced work in the home.

#### Using medicines safely

- People told us they were satisfied with the support they received with their medicines.
- Medicines were stored and managed safely. Staff were suitably trained to administer medicines and checks on their practice had been carried out.
- The staff maintained appropriate records for the receipt, administration and disposal of medicines. A senior staff member carried out a monthly audit of the medicines arrangements. The provider agreed to extend the scope of the audit to provide more detail of the checks carried out.

#### Systems and processes to safeguard people from the risk of abuse

- The provider ensured people were protected from the risk of abuse. Staff had access to appropriate policies and procedures and training and understood how to raise any concerns about poor practice.
- The provider and staff were clear about when to report incidents and safeguarding concerns. Staff were confident the provider would act quickly to keep people safe if they reported any issues. Relatives had no concerns about their family member's safety. One relative told us, "The staff are very nice, and we feel (family member) is well looked after."

# 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 good. At this inspection, this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care.

- The provider and staff had a clear understanding of their roles and contributions to service delivery. Staff morale was good, and they felt valued and supported. One staff member told us, "I love my job working here. We work well together and the manager is good."
- The provider carried out a number of audits and checks covering all aspects of the service. We saw records of any work carried out to address shortfalls. Following the inspection, the provider sent us a copy of a more detailed infection prevention and control audit.
- The staff had access to learning opportunities and received support from the provider. Due to the current restrictions, the provider was not able to hold staff meetings and therefore used other ways to cascade information to staff, to ensure continuous improvements. Staff told us they were comfortable in raising any issues or concerns and the provider was open to feedback.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; 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

- The provider and staff were committed to delivering a person-centred service which achieved positive outcomes for people. They were knowledgeable about people's needs and preferences. Staff were attentive and we observed positive interactions between staff and people living in the home.
- The provider and staff respected people's rights and encouraged people to make choices and decisions about their care and support. Risks to people's health and well-being were assessed and kept under review; care records reflected people's choices and preferences.
- The provider understood the duty of candour and their responsibility to be open and honest when something went wrong. Staff said the provider was approachable; they were confident they would take appropriate action to respond to any concerns.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People told us they were happy living in the home. One person said, "It's very nice here. I don't have any complaints." However, people and two relatives told us they would like to see an increase in activities and social stimulation. The provider agreed to consider more creative ways of engaging people and maintain a record of the activities offered.
- The provider invited people and their relatives to complete a satisfaction survey. We looked at the results

of the survey carried out in October 2020 and noted people were satisfied with the service. They were particularly complimentary about the way the provider had managed the home during the pandemic.

- The provider and staff worked in partnership with organisations as well as health and social care professionals. This enabled effective, coordinated care and support for people.