

Aegis Residential Care Homes Limited

The Knights Care Home

Inspection report

365-367 Clifton Drive North
St Anne's On Sea
Lancashire
FY8 2PA

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10 December 2020

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19 January 2021

Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service well-led?	Good ●
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Summary of findings

Overall summary

About the service

The Knights provides accommodation for up to 31 people. The home is situated close to the centre of St Annes on Sea. Accommodation within the home is situated on three floors. There is a passenger lift and stair case providing access to the upper floors. The service has two lounges and a dining room situated on the ground floor. A limited number of car parking spaces are available to the front of the building on a private forecourt. At the time of our inspection visit there were 19 people who lived at the home.

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

The manager and staff had a good understanding of supporting people safely during the current pandemic. A relative said, "Absolutely fantastic especially since COVID 'kicked in'." All the staff have been so supportive bearing in mind we cannot visit." Also, a staff member said, "We have had that much infection control guidance and training and covid guidance we are confident in getting it right." Staff demonstrated a good awareness of protecting people from harm or abuse. They were patient and responded to people's needs quickly. Staff followed correct procedures to ensure people received their medicines safely as prescribed. Recruitment processes were thorough to ensure suitable staff were employed. Risk assessments were completed and reviewed to promote people's safety. The management team had a good system to ensure sufficient staff would be deployed appropriately to keep people safe.

The management team provided multiple opportunities to assist people, visitors and staff to feed back their experiences of living and working at the home. They had extensive auditing systems to maintain ongoing oversight of the home. Staff said they worked well as a team and people commented the home was well managed.

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

Rating at last inspection and update

The last rating for this service was good (published 04 April 2018).

Why we inspected

We wanted to assure ourselves the service remained safe since our last inspection and continued to be led well under the new manager.

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.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well-led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Knights Care Home on our website at www.cqc.org.uk.

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 service was well-led.

Details are in our well-led findings below.

The Knights 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

This inspection was carried out by one inspector.

Service and service type

The Knights 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. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service did not have a manager registered with the Care Quality Commission. 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. The provider had recruited a manager and they were going through the process to become registered with the Care Quality Commission.

Notice of inspection

This inspection was announced and we gave 24 hours notice to ensure the management team were available at the time of the visit.

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 commissioning teams. 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. We used all of this information to plan our inspection.

During the inspection

We spoke about The Knights Care Home with one person, three relatives and four staff members. In addition, we talked with the new manager, area manager and deputy manager. We walked around the building to carry out a visual check. We did this to ensure The Knights Care Home was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We did this to ensure the provider had oversight of the home, responded to any concerns and led The Knights Care Home in ongoing improvements. We checked care records of two people and looked at staffing levels, recruitment procedures, infection control measures and quality assurance systems.

After the inspection

We continued to seek clarification from the provider to confirm evidence found. We looked at their quality assurance systems and requested information to be sent to the inspector.

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

- The management team and staff had a good understanding of supporting people safely during the current COVID-19 pandemic. The deputy manager had developed relevant and enhanced infection control practices and protocols for staff to follow. For example, a designated infection control person had been allocated and provided guidance and written information for staff. Regular meetings were held to check personal protective equipment (PPE), people's progress and any arising problems. Staff confirmed infection control guidance had been provided and was regularly updated and discussed.
- There were good stocks of PPE and infection control stations throughout the home. Staff used equipment correctly, such as disposable gloves, masks and aprons. Staff confirmed this when spoken with them.

Systems and processes to safeguard people from the risk of abuse

- The management team provided training on safeguarding systems and when to challenge poor practices. Staff demonstrated a good awareness of protecting people from harm or abuse. A staff member said, "We are aware of who to report to and what signs to look out for."

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

- The manager had good processes in place to manage people's safety and reduce risks to them. Relatives told us they felt reassured their relatives were safe. One said, "It is a lovely home and the way they have managed the pandemic has been really safe."
- The manager reviewed incidents to ensure risks were reassessed to prevent reoccurrence where possible and update any actions that were identified. Regular audits were completed and lessons learned were shared with staff to improve the service.
- Staff were adapting continuously during the COVID-19 pandemic their knowledge base and practices. For example, they introduced daily 'walk arounds' and meetings to monitor correct PPE use.

Staffing and recruitment

- The management team continued to make sure appropriate staffing arrangements were in place to meet the assessed needs of people in a person-centred and timely way. A staff member said, "No issue with staffing levels, when we have been short due to COVID they have ensured extra people have been available to fill in."
- Staff continued to be recruited safely. A staff member recently recruited confirmed this.

Using medicines safely

- The management team had good systems and procedures to manage people's medication safely. They trained staff and regularly checked medication administration was safe and act on any discrepancies to

ensure safe practice was followed.

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; 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

- At the time of the inspection there was no manager registered with the Care Quality Commission. We spoke with the new manager and we were assured there was a clear vision and application ongoing to be registered. The new manager did have oversight and knowledge of the service being delivered. They were open and transparent in sharing this.
- The management team had extensive auditing systems to maintain ongoing monitoring of The Knights Care Home. They reflected on identified issues and acted to improve people's lifestyle and wellbeing. For example, they improved auditing and learning for COVID-19 issues to make sure staff had an up to date understanding of processes to keep people safe.
- Staff said they worked well as a team and people commented the home was managed well and felt supported. A staff member said, "The new manager seems efficient and just what we need."

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people. Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The management team created an open culture and encouraged people to provide their views about how the service was run. For example, surveys were completed and analysed to ensure care and support continued to be of a high standard. A relative said, "They have continuously sought our views about how we are able to see and pass comment on the homes ability to manage the pandemic. They have been tremendous."
- Staff spoke highly of the management team. One said, "They are always approachable, and the new manager has introduced themselves self and supported us."

Working in partnership with others

- The management team continued to work in partnership with other organisations to ensure sure they followed current practice This supported staff to provide a quality service and keep people safe.