

Isle Care (Axholme) Ltd

Nicholas House Care Home

Inspection report

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28 September 2022

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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

Nicholas House Care Home is a residential care home providing personal care to up to 40 older people including people living with dementia. The care home accommodates people in one adapted building over two floors. At the time of our inspection there were 28 people using the service.

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

This was a targeted inspection which considered staffing and recruitment. Based on our inspection of staffing we found systems were in place to determine appropriate staffing numbers in line with people's assessed need, however these were not always consistent.

We have made a recommendation in relation to their system used for capturing staffing numbers required.

Systems were in place to ensure staff had been recruited safely.

People were happy with the care they received, they felt safe and well looked after. People and staff were positive about their experiences with the service.

For more details, please see the full report which is on the Care Quality Commission's (CQC) website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 13 April 2022).

Why we inspected

We undertook this targeted inspection in relation to a specific concern we had about staffing arrangements in place at the service. 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.

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

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

Nicholas House Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about sufficient numbers of suitable staff to support people to stay safe and meet their needs.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Nicholas House 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. Nicholas House 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 manager in post who had applied for registration with the CQC.

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 this information to plan our inspection.

During the inspection

We spoke with four people who used the service about their experience of the care provided. We spoke with six members of staff including the team leader, care workers, manager and nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records. This included five people's care records and risk assessments. We looked at four staff files in relation to recruitment and training. A variety of records in relation to the management of the service, including staffing rota systems and policies and procedures were also reviewed.

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 explore the specific concerns we had about Nicholas House Care Home.

Staffing and recruitment

- The provider had a system in place to identify people's needs and what staff they would require to meet those needs. However, this was not always reflected and recorded in staffing rota's. The provider gave assurances this would be addressed immediately.

We recommend the provider reviews its systems and processes for calculating and reflecting staffing levels in line with best practice guidance.

- People were happy with the support they received. People told us, "I feel safe, the carer's help me without a fuss" and "they come quickly." We saw staff were kind and respectful, they spoke about people with affection and treated them with kindness.
- Safe recruitment processes were in place to ensure people were supported by suitable staff. When staff performance did not meet the provider's expected standards, their performance was managed. Staff told us, "We do not rush, we have a duty of care to our resident's."