

English Care Limited

Bowbrook House

Inspection report

Bowbrook
Shrewsbury
Shropshire
SY3 5BS

Tel: 01743247071

Website: www.bowbrookhouse.co.uk

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27 June 2023

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18 July 2023

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

Bowbrook House provides accommodation and personal care for up to 30 people. At the time of this inspection 28 people were living there. Some of whom were living with dementia.

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

People were safe as the provider had assessed the risks to people associated with their care and support. Staff were knowledgeable about these risks and knew what to do to minimise the potential for harm to people.

People were protected from the risks of ill-treatment and abuse. Staff had been trained to recognise potential signs of abuse and understood what to do if they had, or suspected, any concerns.

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 8 June 2019).

Why we inspected

The inspection was prompted due to information received about an incident which occurred outside of Bowbrook House. A decision was made for us to inspect and examine any potential risks to people receiving a regulated activity there.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the 'safe' section of this report.

CQC have introduced targeted inspections to follow up on specific 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 Bowbrook House 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?

We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

Bowbrook House

Detailed findings

Background to this inspection

Why we inspected

This was a targeted inspection to follow up on information received. We needed to check the provider was meeting the requirements regarding the safe care and treatment of people in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

This inspection was completed by 1 inspector.

Service and service type

Bowbrook House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. Bowbrook 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.

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 and had contact with the local authority. Local authorities together with other agencies may have responsibility for funding people who used the service and monitoring its quality. We spoke with representatives from the Clinical Commissioning Group and West Mercia Police to gain their views and any information they may have

regarding Bowbrook House.

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 the service and made the judgements in this report. We used all this information to plan our inspection.

During the inspection

We spoke with 2 people about the support they received and 1 relative. Additionally, we spoke with 3 staff members of the care team and the registered manager. We reviewed the care and support plans for 3 people.

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. This meant people were safe and protected from avoidable harm. We have not changed the rating of this key question, as we have only looked at the parts of the key question we had specific concerns about.

The purpose of this inspection was to check the provider had identified and responded appropriately to known risks.

Assessing risk, safety monitoring and management

- People we spoke with told us they felt safe and assured living at Bowbrook House. One person recalled a recent trip on a boat with others from Bowbrook House. They said, "It was a very safe outing. I felt reassured as everything had been done to ensure we enjoyed ourselves and didn't come to any harm at all."
- People were safe as the provider identified known risks to people and completed risk assessments to minimise the potential for harm. This included risks associated with mobility and relevant health conditions.

Systems and processes to safeguard people from the risk of abuse

- People felt safe and protected from the risks of abuse. One person said, "They [staff] are my safety blanket. I have never felt so protected. I can do what I want but I know they are always there looking out for me."
- Staff members had received training in safeguarding and knew what to do if they suspected anything was wrong. One staff member told us they would not hesitate to intervene in anything to ensure people were safe. They would raise their concerns with the registered manager or the police if it was needed.
- Information was available to people, staff and relatives on how to report any concerns.
- The provider had systems in place to share information about any concerns with the appropriate agency. For example, the local authority, to keep people safe.