

Far Fillimore Care Homes Ltd

Nightingale Court

Inspection report

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27 June 2023

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19 July 2023

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Nightingale Court is a residential care home providing personal care to up to 43 people. The service provides support to older people who may have dementia. At the time of our inspection there were 32 people using the service. Nightingale Court can accommodate 43 people in one adapted building across three floors.

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

Risks associated with people's care were monitored and managed in a way which kept them safe. There were enough staff to keep people safe and meet their needs. There were busier times for staff, when there were instances of short notice unplanned staff absences, however, staff did not feel people were unsafe when this happened.

Communication within the staff group required more openness and transparency, so that concerns could be shared, listened to, and acted upon in a way which drives improvement to the service provision.

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 requires improvement (published 22 March 2023).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about people's safety and staffing levels. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

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.

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 requires improvement. 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 well-led?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Nightingale Court

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 people's safety and staffing levels.

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 2 inspectors.

Service and service type

Nightingale Court 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. Nightingale Court 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. We sought feedback from the local authority and professionals who work with the service. We used all this information to plan our inspection. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make

During the inspection

We spoke with 2 people who used the service. We spoke with 12 staff including the care co-ordinator, senior care staff, care staff, maintenance staff, the kitchen staff, the domestic staff, the deputy manager, and the registered manager. We also spoke with the nominated individual on the phone. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We reviewed aspects of people's care records. We also reviewed a range of records held by the service including, incident and accident reviews, and staff supervision templates.

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 requires improvement. 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 a concern we had about people's safety and staffing levels. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risks associated with people's care were monitored and managed in a way which kept them safe.
- People's individual risk assessments and plans of care reflected their current care and support needs. People were actively supported when making choices to maintain as much control and independence as possible. Staff had a clear understanding of these risks and care plans to ensure people were protected from harm.
- People's care was reviewed regularly or when there was a change in their needs. We saw external agencies were contacted when further support had been identified.

Staffing and recruitment

- People we spoke with felt there were enough staff to meet their needs and keep them safe.
- We saw staff were attentive to people's needs and were visible in the communal areas.
- Staff told us there were enough staff with a range of skills on duty to keep people safe. They told us sometimes they would be short-staffed due to unplanned absences, that could not always be filled at short notice. While staff told us this meant the shift could be busier, they did not feel people were at increased risk of harm.
- Some staff felt an additional staff member on nights and days would help to improve the quality of care to people. For example, they would have more time to provide reassurance to people. They told us additional staff were being placed on the rota for day and night in the coming weeks, which they felt was positive.
- The registered manager had been continually recruiting staff into the team and there was less reliance on agency staff. Management staff told us recruiting and retaining staff across all areas had been challenging.
- Staffing levels were continually reviewed to ensure there was enough on duty to meet people's needs and keep them safe. The registered manager told us staffing levels were increasing as occupancy was also increasing.
- The previous inspection did not identify concerns with recruitment, so we did not check the recruitment of staff at this inspection. This will be done at our next inspection.

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 our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

The purpose of this inspection was to check a concern we had about people's safety and staffing levels. We will assess the whole key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks, and regulatory requirements

- Communication within the staff group needed improving, as openness and transparency were, at times, lacking. The CQC had received numerous concerns over the past 6 weeks, raising concerns about incidents that had taken place and low staffing levels. When CQC raised these concerns with the registered manager and nominated individual, they advised staff had not raised their concerns with them in line with their whistle blowing policy, so these could be investigated and acted upon in a timely manner.
- Almost all the staff we spoke with felt supported by the registered manager, and shared examples of how they felt supported. However, there were some staff who felt the registered manager's approach to addressing staff's performance could be done in a more constructive way. The registered manager recognised this as an area for their own development.
- The provider's systems for notifying CQC of incidents and events that had taken place in the home required strengthening. We found that some reportable incidents had not always been submitted in a timely way.