

Pondsmead (Shepton Mallet) Limited

Pondsmead Care Home

Inspection report

Shepton Road
Oakhill
Bath
Somerset
BA3 5HT

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16 November 2023

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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

Pondsmead Care Home is a residential care home providing nursing and residential care. The home is registered to provide care and support to up to 76 people. At the time of the inspection there were 51 people living at the home, 28 people required nursing care support and 23 people had personal care needs. The home specialises in the care of older people.

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

People were cared for by adequate numbers of staff to keep them safe and meet their needs.

People told us staff were responsive to their need for assistance and answered call bells promptly.

People appeared comfortable and relaxed with the staff who supported them.

People received their prescribed medicines safely. Staff who administered medicines had received specific training and had their competency in this area assessed.

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 7 November 2018)

Why we inspected

The inspection was prompted by concerns received about medicines management and staffing. A decision was made for us to inspect and examine those risks.

We undertook this targeted inspection to follow up those concerns. 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.

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

Pondsmead 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 Health and Social Care Act 2008.

This was a targeted inspection to check on concerns we had about staffing and medicines management.

Inspection team

The inspection was carried out by 3 inspectors, one of whom was a specialist medicines inspector.

Service and service type

Pondsmead 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. Pondsmead Care Home is a care home with 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 not a registered manager in post. However, a manager had been appointed and they had begun the process to be registered with the Commission.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We looked at the information we had received from and about the home.

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 information gathered as part of monitoring activity that took place on 28 June 2023 to help plan the inspection and inform our judgements.

We used all this information to plan our inspection.

During the inspection

During the inspection we spoke with 11 people who lived at the home and 7 members of staff. The provider's general manager and assistant general manager were available throughout the day.

We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We looked at some records. These included, 2 staff recruitment files, a sample of medicines administration records, audits of medicines and minutes of meetings.

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 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.

The purpose of this inspection was to check concerns we had about medicines management and staffing. We will assess the whole key question at the next comprehensive inspection of the service.

Good means people were safe and protected from avoidable harm.

Staffing and recruitment

This inspection was carried out in response to concerns about staffing levels. We did not find any evidence to substantiate these concerns.

- Staff were safely recruited to minimise risks to people. Staff recruitment files showed the provider followed safe recruitment procedures. This included seeking references and carrying out appropriate checks.
- There were enough staff to safely support people and to meet their needs. People told us staff responded promptly to any requests for support. One person told us, "They come quickly if I ring the bell. There's enough staff for me." During the visit we did not hear call bells ringing for extended periods of time.
- We observed lunch being served and noted there were ample staff to support people with their meals. One member of staff said, "We have enough staff. No problem with staff."
- Staff and people felt there were adequate staff to meet people's needs. The provider used regular agency staff to fill any staffing gaps. One agency worker told us they worked on weekdays and weekends. They said, "There is always enough staff. We work in pairs."
- One member of staff did say that they felt there had been times in the past when staffing levels had not been as good as they would have liked. When questioned about this they told us, "I've never seen anyone being neglected because of lack of staff."

Using medicines safely

Before the inspection we received concerns about the safe administration of medicines and staff competency in this area. During the inspection we did not find any evidence to substantiate these concerns.

- People's medicine records showed that they received their medicines in the way prescribed for them. If medicines were prescribed to be given 'when required' then there were person specific protocols to help guide staff to when these should be administered.
- If medicines administration charts needed to be prepared in the home, these were printed by two members of staff to ensure they were clear and accurate. However, these were not always signed by the staff to show who had prepared and checked them. This was raised with the general manager who assured us they would address this.
- There were suitable arrangements for storage, recording and disposal of medicines, including those needing cold storage and extra security.
- Medicines incidents or errors were reported and investigated, and regular audits took place to identify

areas for improvement. Staff told us they received training in safe medicines handling, and their competencies were checked to make sure they gave medicines safely.