

# Gainford Care Homes Limited

# Lindisfarne Birtley

## Inspection report

Durham Road  
Birtley  
Chester Le Street  
County Durham  
DH3 1LU

Tel: 01914920738  
Website: [www.gainfordcarehomes.com](http://www.gainfordcarehomes.com)

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## Ratings

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

# Summary of findings

## Overall summary

### About the service

Lindisfarne Birtley provides accommodation with nursing and personal care for up to 66 older people. The home is split into three units across three floors. Support is provided to older people, individuals living with dementia and people living with mental health conditions. At the time of this inspection 52 people were living at the service.

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

People and their relatives told us the care was safe and they were happy at Lindisfarne Birtley. Medicines were managed safely, there were enough staff on duty and staff were recruited safely.

People were protected from abuse by staff who understood how to identify and report any concerns. People were protected from harm as risks had been assessed and plans put in place to mitigate these.

Care staff adhered to Covid-19 guidance on working in a care setting. There was enough personal protective equipment (PPE) such as aprons, gloves and masks. Staff had undertaken training in putting on and taking off PPE. Visitors were screened before entering the building.

Interactions we saw between people and the staff team were very positive and relatives also said they were made very welcome at the home. People were treated with kindness, dignity and respect.

The provider had critically reviewed their governance arrangements and put additional checks in place. There had been recent changes to the management of the service and a new manager had come into post. We received positive feedback about how the service was managed. There were effective systems in place to monitor the quality of the care provided.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 5 November 2019).

We completed a targeted inspection of this service 12 February 2021 looking at infection prevention and control measures. We were assured the provider had appropriate measures to manage the risks posed by the COVID -19 pandemic.

### Why we inspected

We undertook this focused inspection to check the actions the provider had taken following a review using the transitional monitoring activity we completed in January 2021. The transitional monitoring activity involves gathering feedback from staff, relatives and people who use the service as well as looking at a wide range of documents. We had found some improvements needed to be made to care records and the

governance arrangements. This report only covers our findings in relation to the Key Questions safe and Well-led which contain those requirements.

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 COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Lindisfarne Birtley on our website at [www.cqc.org.uk](http://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.

# Lindisfarne Birtley

## 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 prevention and control 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

An inspector completed the inspection.

#### Service and service type

Lindisfarne Birtley is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 had a manager who was applying to become 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.

#### Notice of inspection

This inspection was unannounced.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. 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.

During the inspection

We spoke with nine people who used the service about their experience of the care provided. We spoke with area manager, the manager, clinical lead, a nurse, three senior carers, 14 care workers, a domestic staff member and the maintenance person. We observed how staff interacted with people using the service. We contacted eight relatives following the visit.

We reviewed a range of records. This included seven people's care records and multiple medicine records. We looked at three staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

# 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 good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People we spoke with said they felt safe. We observed staff interact with people in a kind and compassionate manner. One person told us, "I can't fault the care. The staff are so kind and [staff member's name] is brilliant, they are always at hand. I feel safe"
- Relatives we contacted said they were kept informed of any changes to people's needs. They found the care met people's needs and the staff were responsive, kind and kept their relatives safe.
- The provider had recently reviewed their safeguarding systems to ensure they were effective, and all staff understood the policies and procedures. Staff spoken with had a good understanding of what to do to make sure people were protected from harm or abuse. They had received appropriate and effective safeguarding training and several refresher courses had been run in recent months.

Assessing risk, safety monitoring and management

- Risk assessments were in place to reduce the risks to people. These included environmental and individual risk assessments and provided staff guidance on actions to take to reduce the risk.
- The service assessed people prior to them moving to the service to ensure the service could safely meet the person's individual needs.
- The environment and equipment were safe and well maintained.

Staffing and recruitment

- There were enough staff to meet people's needs. One relative said, "I have no concerns with the service being provided and I find the environment calm and relaxed. The members of staff always seem competent and truly understand [relative's name] need."
- Our observations indicated that staff were prompt to respond to people's needs.
- The provider operated systems that ensured suitable staff were employed.

Using medicines safely

- Arrangements were in place for the safe receipt, storage, administration and disposal of people's medicines.
- The local medicine optimising team had recently reviewed the medicine systems and supported staff to make any necessary improvements.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.

- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

#### Learning lessons when things go wrong

- The service was committed to driving improvement and learning from accidents and incidents. Information was analysed and investigated.
- The provider promptly investigated any concerns raised and remedial action is taken to rectify any gaps in practice and governance systems. For instance, a review of staff knowledge and understanding of moving and handling procedures was completed, which identified staff needed additional training. Refresher training was organised and delivered in a timely fashion.



# Is the service well-led?

## Our findings

Well-Led – this means 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 good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- A new manager has taken up post who is in the process of becoming the registered manager. People told us they were approachable and acted swiftly to address any issues. One relative said, "The care home manager, nurse and administrator are all very approachable and I'm sure would listen to any suggestions and feedback."
- The service involved people and their families in discussions about individuals care and support needs. People told us they felt very comfortable with the management team. They were confident staff had the skills they needed to provide them with the right care.
- Staff told us they felt listened to and that the management team were approachable. Staff told us, "We are one team, one family. We look after each other."

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements; Continuous learning and improving care

- The manager maintained clear oversight of the service. They critically reviewed the service to determine how further improvements could be made. Staff understood their roles, responsibilities and their accountability. They were held to account for their performance where required.
- There was a positive culture in the home. Staff provided a happy yet calm atmosphere where people were empowered to participate in their care and make their own decisions.
- The provider, area manager and new manager had reviewed all of the systems and processes used in the home. They have strengthened audits, improved care records and ensured staff were supported to carry out their roles. Action plans were used to both identify and monitor when changes are made and if these improved the service.
- Reports had been sent to alert the CQC and local authorities when incidents occurred.

Working in partnership with others

- The service had good links with the local community and worked in partnership with other agencies to improve people's opportunities and wellbeing.
- The service had openly engaged with various partners including the local authority and clinical commissioning group to review the service. They had acted to take on board all advice and ensured the service deliver effective care.