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Sea Bank House

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service effective?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Sea Bank House is a residential care home providing personal care to 13 older people at the time of the inspection. The service can support up to 23 people. Bedrooms are of single occupancy and there are various communal spaces for people's comfort.

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

Staff followed correct procedures to ensure people received their medication on time and as prescribed. Staff consistently followed effective infection control procedures. A relative said, "I would expect to see very good standards with PPE and infection control and they have not let me down." Staff created care plans based on each person's needs aimed at maintaining healthy lifestyles. Everyone we spoke with commented about a positive, very caring environment with strong leadership. A staff member told us, "I love it here, we're like a family." The registered manager completed regular checks of the service to ensure everyone's safety and welfare.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was good (published 04 November 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we received about the service. The inspection was prompted in part due to concerns received about personal care, wound care and working with other agencies. A decision was made for us to inspect and examine those risks. We found no evidence during this inspection that people were at risk of harm.

CQC have introduced targeted inspections to follow up on Warning Notices or to check 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.

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 coronavirus and other infection outbreaks effectively.

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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service effective?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Sea Bank House

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 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

This inspection was carried out by one inspector.

Service and service type

Sea Bank House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a 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 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

We gave the service short notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

What we did before the inspection

Before the inspection we reviewed information we held about the service. We sought feedback from the local authority commissioning team. 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 Sea Bank House and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke about Sea Bank House with one person, two relatives, three staff and the registered manager. We walked around the building to carry out a visual check. We did this to ensure Sea Bank House was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We did this to ensure the provider had oversight of the home, responded to any concerns and led Sea Bank House in ongoing improvements. We checked care records of two people and looked at medication procedures, infection control protocols, leadership and quality oversight.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at their quality assurance systems.

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. 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.

The purpose of this inspection was to check specific concerns we had about infection control processes and care delivery. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Staff and the management team understood their responsibility to have measures in place that mitigate risks to people receiving a service. Each person had detailed risk assessments to reduce the potential risk of harm. One person said, "It's a terrible time around the world during this pandemic, but here in my little world I feel safe."
- The registered manager told us they worked hard over the past year to develop the home. They engaged with other services to learn any lessons and what worked well during the pandemic.

Using medicines safely

- Staff followed correct procedures to ensure people received their medication on time and as prescribed. They completed regular training and were competency-checked by the registered manager. Staff administering medicines were very knowledgeable and careful.
- People said staff managed their medication correctly and safely. One person stated, "We agreed they would sort it out for me. It's one less worry for me and keeps me safe."

Preventing and controlling infection

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

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as good. 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.

The purpose of this inspection was to check specific concerns we had about infection control processes and care delivery. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law; Staff working with other agencies to provide consistent, effective, timely care

- Staff created care plans based on each person's needs aimed at maintaining healthy lifestyles. They worked with other organisations to maintain a multi-disciplinary approach to each person's care. A relative said, "If [my relative] needs a doctor or nurse then that is sorted very quickly and the health problem is resolved."

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 the last inspection this key question was rated as good. 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.

The purpose of this inspection was to check specific concerns we had about infection control processes and care delivery. We will assess all of the key question at the next comprehensive inspection of the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- Everyone we spoke with described a very positive, caring environment. One person stated, "All the staff, without exception, are amazingly kind and caring, they go way above and beyond." A relative added, "The new manager is very good. She's very caring and approachable."
- Staff were consistently complimentary about the registered manager. One employee said, "She is fantastic. I have seen a number of changes over the years, but she is the best. She really cares, not just for residents, but for staff also." Another staff member added, "She's always saying, 'if you have anything to say come and talk to me and I'll do my best to sort it out.'"

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

- The registered manager completed regular checks of the service to ensure everyone's safety and welfare. Audits included enhanced monitoring of infection control during the pandemic. People told us the management team frequently sought their ideas for service development.
- Staff said they were supported by the registered manager and kept informed about guidance to enhance their practice. An employee added, "We're constantly being updated. The minute you forget about protecting people from [COVID-19] is the minute you put everyone in danger."

Working in partnership with others

- The registered manager and staff worked closely with health and social care agencies to enhance safe, effective and holistic care delivery.