

New Care Lytham (OPCO) Limited

The Hamptons Care Centre

Inspection report

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Tel: 01253720052

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17 March 2021

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13 May 2021

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

The Hamptons Care Centre is a nursing home providing personal care to support up to 76 older people who may be living with dementia or a physical disability. At the time of our inspection there were 55 people living at the home. Accommodation is provided over two floors and all bedrooms are single with en suite facilities, such as a shower. There are sufficient communal spaces to meet people's needs. The Hamptons Care Centre will be referred to as The Hamptons within this report.

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

Procedures to protect people from harm or abuse were robust. Staff managed people's medicines safely and had in-depth training to assess their skills. The new manager retained and advanced the positive, caring working culture at The Hamptons during the pandemic. Staff confirmed they were clear about their responsibilities. One person commented, "The staff have been fantastic."

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 17 October 2018).

Why we inspected

We undertook this targeted inspection to assure ourselves people continued to be safe and received good standards of care following on from specific concerns in November 2020. The inspection was prompted in part due to concerns received about personal care, medication and changes in leadership. A decision was made for us to inspect and examine those risks. We were reassured at the inspection that people were not at risk of harm or poor care.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Hamptons on our website at www.cqc.org.uk.

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 parts of this key question we specifically targeted.

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 parts of this key question we specifically targeted.

Inspected but not rated

The Hamptons Care Centre

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

The Hamptons 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 did not have 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. However, we saw evidence that the new manager was in the process of registering with CQC.

Notice of inspection

This inspection was unannounced.

What we did 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 The Hamptons and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke about The Hamptons with one person, four staff and the manager and area manager. We walked around the building to carry out a visual check. We did this to ensure The Hamptons 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 The Hamptons in ongoing improvements. We checked care records 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 training records, as well as relevant policies and 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 needed to, to assure ourselves people were safe following the specific concerns.

The purpose of this inspection was to check specific concerns we had about leadership, infection control processes and care delivery, which we were assured was well-maintained. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Procedures to protect people from harm or abuse were robust. Staff confirmed they had good levels of training and guidance to underpin their skills. One employee told us, "If I thought something wasn't right, even if I'm not 100% sure, I would report it immediately to the manager."
- People asserted they felt safe whilst living at The Hamptons. One person commented, "It's been a terrible year, but staff have made me feel safe. While it's tragic out there, in here it's been a barrel of laughs."

Using medicines safely

- Staff managed people's medicines safely. The new electronic system was fully embedded since our last inspection and had multiple fail safes, such as auditing oversight on each shift. Staff completed medication records in line with national guidelines.
- Staff said they had in-depth training and regular competency checks to assess their skills. A staff member stated, "It's a really serious task, so we need to make sure we're safe and know what we are doing." A person added, "Everything's on time and they check things like if I am in any pain."

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 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 needed to, to assure ourselves people were safe following the specific concerns.

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

- The new manager had retained and advanced the positive, caring working culture at The Hamptons during the pandemic. They said, "All you're going to hear from me today is how amazing the staff are."
- Staff spoke highly of the management team and felt valued and empowered in their work. One employee stated, "We had consistently outstanding support from [the deputy manager]. The new manager is great, calm, very experienced and I'm really enjoying working with her."
- People confirmed there was a warm, inclusive environment. They told us staff worked well as a team under strong long leadership. One person commented, "The last manager was absolutely wonderful. I was a bit wary of a new manager, but she's really lovely and caring."

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

- There was a clear chain of command at The Hamptons and staff demonstrated a good awareness of their roles. The management team strengthened policies and procedures further during the pandemic. Staff confirmed they were clear about their responsibilities.
- The manager completed a wide range of audits on a regular basis, such as infection control, safeguarding and medication. The purpose was focused on ensuring everyone's safety and welfare.
- Staff discussed the risks of the pandemic to people's welfare and the importance of retaining a quality service. They talked about the health risks to individuals not seeing their families and friends. One employee said, "We've really upped our game having increased staff and we work as a whole team providing lots of stimulation and fun. People really are perking up."