Ideal Carehomes (Number One) Limited

Larkhill Hall

Inspection report

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Liverpool
Merseyside
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Tel: 01512260118

Date of inspection visit:
30 June 2021

Date of publication:
11 August 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
Larkhill Hall is a residential care home providing personal care for up to 66 older people. The service was supporting 33 people at the time of the inspection. Larkhill Hall accommodates people across three floors.

People's experience of using this service and what we found
People had personalised risk assessments which gave staff the information needed to safely manage the risks associated with people's care. There were some inconsistencies with the recording of some of this care being delivered, however we were assured people were having their needs met safely. The provider told us they would address the recording concerns immediately.

Concerns regarding communication with external healthcare professionals had been received prior to the inspection. We found the registered manager and provider had taken appropriate actions to address these concerns and improvements had been made.

Accidents and incidents were recorded, and actions were in place to ensure people were safe. Referrals were made to healthcare professionals when needed to ensure good outcomes for people.

The environment was safe and well-maintained. The home was clean and effective infection prevention and control measures were in place.

People were safeguarded from the risk of abuse. Staff had received safeguarding training and understood their role in recognising and reporting safeguarding concerns. The provider had appropriate systems in place to manage concerns of a safeguarding nature.

Audits and checks were completed regularly to monitor the quality and safety of the service. There were clear processes in place to drive improvement and to continually develop the service in line with people's needs.

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 26 January 2021).

Why we inspected
We undertook this targeted inspection to check on specific concerns we had about the management of people's health conditions, risk assessments, infection and prevention control concerns, safeguarding concerns and a lack of appropriate referrals to professionals regarding people's deteriorating health. A decision was made for us to inspect and examine those risks. The overall rating for the service has not changed following this targeted inspection and remains good.

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 COVID-19 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?

Inspected but not rated

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.

Is the service well-led?

Inspected but not rated

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.

Larkhill Hall

Detailed findings

Background to this inspection

The inspection
This was a targeted inspection to follow up on specific concerns we had about the management of people's health conditions, risk assessments, infection and prevention control concerns, safeguarding concerns and a lack of appropriate referrals to professionals regarding people's deteriorating health.

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 one inspector.

Service and service type
Larkhill Hall 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
This inspection was unannounced.

What we did before inspection
We reviewed information we had received about the service since the last inspection and 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. We used all of this information to plan our inspection.

During the inspection
We spoke with three members of staff including the registered manager, regional manager and a care worker.

We reviewed a range of records. This included three people's care records. We also reviewed some records relating to the management of the service, including policies and procedures and audits.

After the inspection
We continued to seek clarification from the provider to validate evidence found.

Inspected but not rated

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 a specific concern we had about infection and prevention control, management of risk and safeguarding concerns. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risks to people were identified and plans were in place to minimise those risks. However, it wasn't always clear these risk plans were being followed. Some people required regular repositioning to maintain the condition of their skin, however records did not always evidence this was taking place in line with their assessed need. There was no impact on people's skin condition, and we were assured this was a recording issue. The registered manager told us this would be addressed immediately.
- Risks within the environment were considered and assessed. Equipment was regularly checked to ensure it was safe to use.
- Plans were in place to ensure people's needs would continue to be met in the event of an emergency.

Preventing and controlling infection

- Measures were in place to ensure the risks of the spread of infection were reduced. Staff had access to appropriate personal protective equipment and wore this as outlined in national guidance.
- We were assured effective infection prevention and control policies and procedures were in place at the home.
- Staff and people living at the home were supported to access regular COVID-19 testing.
- Staff were supporting people to visit their loved ones at the home safely and in line with the current guidance.

Systems and processes to safeguard people from the risk of abuse

- People were protected from abuse and improper treatment. Staff had received appropriate training and were clear on the potential signs of abuse and how to raise any concerns they might have.
- Safeguarding concerns had been referred to the local safeguarding team as required to keep people safe.

Learning lessons when things go wrong

- Accidents and incidents were appropriately recorded and responded to by staff.
- The management team regularly reviewed this information to ensure appropriate action had been taken and steps were taken to prevent recurrence, when necessary.

Inspected but not rated

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 a specific concern we had about infection and prevention control, management of risk and safeguarding concerns. We will assess all of the 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; Continuous learning and improving care

- Audits and checks were in place to identify areas of concern and improvement. The quality and safety of the service was well monitored and follow up actions had been taken appropriately.
- There was a range of regularly reviewed policies and procedures in place to help guide staff.
- The registered manager was aware of what events they needed to notify CQC about. They had submitted notifications in line with legal requirements and displayed the rating of the last inspection.

Working in partnership with others

- Prior to the inspection, some concerns had been raised by external healthcare professionals regarding a lack of communication. An action plan had been put in place by the registered manager and provider. Improvements with communication and working relationships were noted during the inspection.
- Staff at the home worked with other relevant health and social care professionals to maintain people's health and wellbeing. Staff made timely referrals to other services for additional input, advice and support when necessary.