

Northfield Care Limited

Northfield House

Inspection summary

CQC carried out an inspection of this care service on 26 May 2021. This is a summary of what we found.

Overall rating for this service

Good 

Is the service safe?

Good 

Is the service well-led?

Good 

About the service

Northfield House is a residential care home providing personal and nursing care to 25 people aged 65 and over. At the time of the inspection 24 people lived there. The service specialises in the care of those who live with dementia. Nursing care is provided by the local community nursing teams.

Northfield House accommodates people in one adapted building. The accommodation consists of 23 single bedrooms and one twin, all with toilet and washing facilities. There are ample communal rooms and additional toilets and bathrooms. There is easy access to a safe garden.

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

People were safe. There were systems and processes in place to assess and manage risks which could impact on people's health, safety and well-being. The provider's policies and procedures were updated and followed by the staff. Actions were taken to protect people from potential abuse, unsafe staff recruitment, poor care practices, infection and environmental risks, such as fire. A relative said, "They have been very strict about the COVID -19 regulations regarding visiting, which is actually reassuring." There were enough staff in number and experience to support people's needs. One person said, "If you ring a bell, they [staff] come."

We were assured the service was following safe infection prevention and control procedures to keep people safe.

People's medicines were managed safely, and people received their medicines as prescribed. There were enough staff with suitable experience to attend to people's care and social needs and, to provide supervision where required. A relative said, "I came back today (from visiting) and felt reassured." We observed staff defusing small altercations between people and responding to any form of distress to prevent further escalation. Another relative said, "I feel [relative] is safe and well cared for, they look happy, clean and tidy. I can see on the social media films that [relative] is

happy." There were processes in place to identify emerging risk and to learn from incidents which had taken place.

The service was well managed. Improved quality monitoring systems helped managers and the provider identify where improvements were needed to the service. A system for reviewing the progress of planned improvement actions was in place. A relative said, "I get the feeling they are always looking at ways of improving the service." There was effective communication between provider, managers, staff and people's relatives and representatives. This resulted in staff being kept updated with information and guidance they needed to complete their work safely and effectively.

Relatives felt comfortable in discussing any concerns they may have and people's representatives told us they felt well informed, included and updated about their relative's care and treatment. They also felt well informed and updated in relation to care home visiting guidance; regular updates had been forwarded to them. Relatives said, "They do call me if [relative] needs anything and they keep me informed. The manager, (manager's name), is very friendly and approachable." They [staff] are under a lot of pressure and considering that they do a lovely job." Feedback was sought from people, their relatives and staff and was monitored and acted on where practicable to do so.

The service worked with commissioners of adult social care to ensure people could access the service's specialised support as required. Staff had worked hard during the pandemic to ensure people had access to necessary healthcare and social care professionals as required.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. In their daily work staff adhered to the principles of the Mental Capacity Act 2005 including Deprivation of Liberty Safeguards (DoLS).

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 requires improvement (published 21 November 2020).

At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

In August 2019 we carried out an unannounced comprehensive inspection of this service. A breach of legal requirements was found in relation to Good Governance. The provider completed an action plan to show what they would do, by when, to improve their governance systems. In September 2020 we carried out an announced focused inspection to check if they had followed their action plan. We found not enough improvement had been made to improve their governance systems and the management of risks associated with fire safety were insufficient to keep people safe in the event of a fire. Breaches of legal requirement were found, and we issued Warning Notices in relation to breaches of Regulation 12 (Safe Care and Treatment) and Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. In November 2020 we carried out an unannounced targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 (Safe care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. We found the provider had taken action to improve fire safety as well as the support people would receive in the event of a fire. This breach of legal requirement had been met.

We undertook this announced focused inspection to check whether the Warning Notice we previously served in relation to Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. This breach of legal requirement had been met.

This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements. The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from Requires Improvement to Good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Northfield House 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 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.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161