

Crawshaw Hall Healthcare Limited

Crawshaw Hall Medical Centre and Nursing Home

Inspection report

Burnley Road
Crawshawbooth
Rossendale
Lancashire
BB4 8LZ

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08 November 2019

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Tel: 01706228694

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

About the service

Crawshaw Hall Medical Centre and Nursing Home is a residential care home that was providing personal and nursing care to 48 people at the time of the inspection. The service can support up to 50 people. The home is situated in the village of Crawshawbooth close to the town of Rawtenstall, Lancashire.

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

A person we spoke with who had got up early in the morning indicated they were safe and well. They were being assisted by a staff member at the time.

We observed parts of the home that had been highlighted as areas of concern including bedrooms and communal areas.

As a result of the observations in the early morning, any concerns around people being purposefully locked in their rooms were unfounded. People were free to close and lock their doors as they wished.

Staff said the registered manager and representatives of the provider were supportive and their conduct in the home was professional.

Staff and the registered manager said they did not restrain people or act in any way that was unprofessional or inappropriate.

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 23 July 2019)

Why we inspected

This was a targeted inspection based on information shared with CQC by the local authority. The information suggested some safety concerns particularly around practices in the early morning which could mean that people were at risk of harm. A decision was made for us to inspect and examine the risks. CQC are conducting trials of targeted inspections to measure their effectiveness in services where we are concerned about safety or other specific areas of practice.

We undertook this targeted inspection to check out concerns raised with us about people's safety. This report only covers our findings in relation to the safe care and treatment in the service. The overall rating for the service has not changed following this targeted inspection and remains good. This is because we have not assessed all areas of the key questions.

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.

Crawshaw Hall Medical Centre and Nursing Home

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. This was a targeted inspection that we conducted at 5am in the morning. CQC are conducting trials of this type of inspection to check where we have specific safety concerns.

Inspection team

This inspection was carried out by one inspector. A senior social worker from the local authority was also present. They carried out their own enquiries under their obligations to investigate as a member of the safeguarding authority.

Service and service type

Crawshaw Hall Medical Centre and Nursing Home 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.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. 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 judgements in this report.

During the inspection

We spoke with one person who used the service. We spoke with six members of staff including the registered manager, nurses and care staff. We undertook observations around the home. We also reviewed a range of records including people's care records and risk assessments.

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 the same. We have not changed the rating as we have not assessed all of this key question area. We will assess all of the key question at the next comprehensive inspection of the service

The purpose of this inspection was to check on concerning information around practices that could be unsafe. These related to people being locked in their rooms at night, inappropriate restraint and people and staff being at risk because of poor attitude of the registered manager and a provider representative. At this inspection we found that practices were safe and people were well and protected from harm.

Systems and processes to safeguard people from the risk of abuse

- The provider/registered manager protected people from the risk of abuse and their rights were respected and upheld. Care practices we observed were safe and one person who could not speak with us, indicated they were safe by putting their thumb up.
- Safety concerns shared with us were not seen at this inspection. Staff told us practices at the home were safe and management, including the registered manager and provider representatives, were supportive and acted professionally.
- We did see a potential environmental safety concern around updating a risk assessment to reflect a person's wishes as to how they wished to sleep at night. We raised this with the registered manager who provided an updated assessment shortly after the inspection.
- We did establish some practices involving a regime of getting people up early that were not 'person centred' and raised this with the registered manager who undertook to investigate and, if appropriate, provide guidance to staff. As this inspection was targeted at specific safety issues, the full extent of this concern has not been reported but we were assured that the matters would be addressed by the registered manager and any unsuitable practices discontinued.