

Caspia Care Limited

Hendford Care Home with Nursing

Inspection report

166 Hendford Hill
Yeovil
Somerset
BA20 2RG

Tel: 01935470400
Website: www.caspiacare.co.uk

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Ratings

Overall rating for this service

Inadequate ●

Is the service safe?

Inadequate ●

Summary of findings

Overall summary

This inspection was unannounced and took place on 29 June 2016 by two adult social care inspectors.

Hendford Care Home with Nursing is registered to provide accommodation and nursing care for up to 41 people. The home is organised into three units. On the ground floor is Greenwood providing support for people with dementia. On the first floor Silver Birch is mainly for people requiring nursing care. On the top floor is Pine View. People with residential needs and those requiring respite are usually, although not exclusively offered a room on Pine View.

Since the last inspection Pine View had been closed and three people had been accommodated on Silver Birch. This had improved staff management and people had agreed to move however they preferred to live in rooms they had originally chosen and were hoping to return as soon as possible. At the time of this inspection there were 21 people living at the home.

The previous inspection of the home was carried out on the 19th April 2016. The service was rated as Inadequate. We found breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The overall rating for this service is 'Inadequate' and the service is therefore in 'Special measures'. Services in special measures will be kept under review and, if we have not taken immediate action to propose to cancel the provider's registration of the service, will be receive a comprehensive inspection again within six months.

The expectation is that providers found to have been providing inadequate care should have made significant improvements within this timeframe. If not enough improvement is made within this timeframe so that there is still a rating of inadequate for any key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating this service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

At the last inspection there was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Staffing because there were not sufficient staff on duty to meet each person's needs safely. New staff had not received any induction into working the home. We issued a warning notice requiring the provider to take action by 16 June 2016.

This inspection was a focussed inspection to check if the breach of this regulations had been met. We therefore did not look at all lines of enquiry within this domain. This means we are unable to change the rating until the next comprehensive inspection.

During this inspection, we found significant improvements had been made to the staffing arrangements. Additional staff had been recruited. A clinical lead nurse was in post and one new nurse had been recruited.

Despite these recent recruits agency nurses were still being employed to cover some night and day shifts. Staff agreed there were still some vacancies but the situation was improving.

At the last inspection there was no thorough induction programme in place to ensure staff had the skills to care for people safely and were orientated into the ways of working in the home. At this inspection there was evidence two new staff had completed a structured induction.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

There were sufficient staff on duty to enable all people to receive appropriate care.

We did not look at all key the lines of enquiry for this domain so the rating remains inadequate as at the last inspection.

Inadequate ●

Hendford Care Home with Nursing

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider had met the requirements of the warning notice issued on 19 April 2016 and was meeting the legal requirements and regulations associated with Regulation 18 of the Health and Social Care Act 2008: Staffing. Other breaches were identified which will be inspected at a later date during a comprehensive inspection.

This inspection took place on 29 June 2016 and was unannounced. It was carried out by two adult social care inspectors. This was a focussed inspection to look at the area where the home had been found in breach of regulations. We had issued the warning notice to the home because when we last inspected on 19 April 2016 the staffing situation was unsafe and needed to be improved very quickly. We found other breached regulations which will be inspected at a later date. We focussed on the safe domain but did not inspect against every key line of enquiry therefore the rating awarded from the last inspection remains unchanged until the next comprehensive inspection. Details of other regulations breached and the action we asked the provider to take can be seen in the last inspection report for 19 April 2016.

Before our inspection we reviewed all of the information we held about the home, including the provider's action plan following the last inspection and notifications of incidents that the provider had sent us. During the inspection spoke with ten people and observed the care of others. We spoke with six members of staff and the two temporary managers of the home. We observed care and support in communal areas, spoke with some people in private and looked at the staff rotas and induction records.

Is the service safe?

Our findings

The previous rating for this domain was inadequate. This was because at the previous inspection we found breaches of the regulations of the Health and Social Care Act 2008. This inspection focussed on the one breach of regulations which required prompt action. We therefore did not look at all lines of enquiry within this domain. This means we are unable to change the rating until the next comprehensive inspection.

At the last inspection there was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Staffing because there were insufficient staff on duty to meet each person's needs safely.

At this inspection there were sufficient staff to meet each person's needs safely. In Greenwood people were well dressed and clean. They had been assisted to get up and receive personal care in a timely manner. People were assisted to choose drinks and snacks by staff who had time to relax with them. A member of staff told us staffing levels were consistent. There were sufficient staff at lunch time to assist people to eat their meals with dignity. When one person needed attention after lunch a member of staff was allocated promptly.

On Silver Birch people were able to choose whether they got up and went to the sitting room, stayed in their rooms or rested in bed. They told us there seemed to be "more staff about" and "things are better." People who had been moved from Pine View told us they were looking forward to returning to their rooms at some point in the future.

Additional staff had been recruited. A clinical lead nurse was in post and one new nurse had been recruited. There were still insufficient nurses employed directly by the home to cover all shifts. Agency nurses were covering day and night shifts regularly. Each day shift had a nurse, team leader and team of care staff on duty. On the day of the inspection there were three care staff employed directly by the home and two agency staff. Further recruitment is underway for both nurses and care staff.

The staff rosters for the week of the inspection and the following week showed the numbers of staff who had attended and who were planned to attend were consistent. There was a qualified nurse and team leader on duty at all times during the day. There were always five care staff on duty.

One nurse said "It is getting better, we can see the light." They told us there was now always a senior member of staff on duty at all times to give support.

The nursing and care staff were supported by a team of catering and housekeeping staff. Staff rotas showed there were consistent numbers of support staff on duty throughout the week including weekends.

At the last inspection there was no thorough induction programme in place to ensure staff had the skills to care for people safely and were orientated into the ways of working in the home. At this inspection there was evidence two new staff had completed a structured induction. and new staff were given the opportunity to

shadow experienced staff.