

Hatherley Care Home Limited

# Hatherley Care Home Limited

## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

# Summary of findings

## Overall summary

Hatherley Care Home limited 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.

The inspection of Hatherley Care Home Limited took place on the 10 May 2018 and was unannounced. The inspection was undertaken in the early morning as concerns had been raised with us about staffing levels at this time. As a result we looked at whether the service operated in a safe way. We looked at the availability of staff, the serving of breakfast and how people's needs were met. No risks, concerns or significant improvement were identified in the remaining Key Questions through our ongoing monitoring or during our inspection activity so we did not inspect them. The previous inspection of 12 and 13 September 2017, found the service was good. At this inspection we concluded that the evidence continued to support the rating of good and there was no evidence from the inspection that demonstrated any serious concerns.

On the day of our inspection there were 34 people living at Hatherley Care Home Limited, overall the service can cater for 37 people in two units. The service was registered to provide accommodation and nursing care but was not providing nursing care at the time of the inspection.

Hatherley Care Home Limited supports people with a physical frailty and people living with dementia. There was a registered manager in post who had worked at the service for many years. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People told us that they were well cared for by a staff team who knew them well. Staff were observed to be busy but attentive to people's needs. A dependency tool was used to monitor people's needs and staffing levels. There were some staff vacancies and the service was recruiting additional staff. The shortfalls in staffing were covered by the existing staff team and agency staff.

This report only covers our findings in relation to the areas we looked at under the key question of Safe. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (location's name) on our website at [www.cqc.org.uk](http://www.cqc.org.uk)"

## 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

Staffing levels met the needs of the people resident.

# Hatherley Care Home Limited

## **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 is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 10 May 2018 and was unannounced. The inspection was prompted in part by concerns raised with us about the arrangements in the early morning.

One inspector carried out the inspection.

Prior to our inspection we reviewed information we held about the service. This included any safeguarding referrals and statutory notification that had been sent to us. A notification is information about important events which the service is required to send us by law.

We spoke with four people who lived in the service about their experience. We spoke with the registered manager, the deputy manager and five members of staff, who worked in a variety of roles including housekeeping, care and a member of night staff. We spoke with a visiting health professional about their observations and reviewed staffing rotas.

## Is the service safe?

### Our findings

Sufficient numbers of staff were available to support people. There were five care staff and a senior member of staff on duty during the waking day. The registered manager told us that they monitored dependency levels of the people living in the service to ensure that there was enough staff. In addition they told us that both the registered manager and deputy managers were also available to support where needed. We saw from the staffing rota that on occasion they covered for staff sickness and worked alongside care staff. The registered manager told us that they were recruiting for additional staff but in the interim they were using some agency staff but where possible they tried to use regular agency staff who knew the people living in the service. They told us that checks were undertaken on agency staff and an induction provided to ensure that they had the necessary experience and were clear about how the service worked. There were clear on call arrangements for outside office hours and for emergencies.

On the day of our inspection we observed that staff were busy but visible. We saw them helping people to get up and move around the service. The atmosphere was calm and staff gave people the time that they needed. For example we observed a member of staff giving an individual choice about where they wanted to sit in the dining room and waited for their response. Another member of staff was observed supporting a person in their wheelchair and taking the time to help them to get comfortable at the table.

People told us that they were well cared for and liked living in the service. Some people said that they had to wait for staff to become available at busy times, but they understood as they were busy and there were a lot of people to care for. Despite this they all told us that they would not hesitate to recommend the service. We observed that call bells were ringing but not for extended periods of time.

Care was provided in a person centred way. Breakfast was served over a two hour period and we observed people coming and going. Staff knew people well and the food served was varied, reflecting people's individual choices and preferences. One person told us, "They know I like a mug of tea, rather than a cup because of my arthritis, they all know this."

There was a mix of skills within the staff team including some very experienced staff. One member of staff told us, "I have worked here thirty three years the next step is getting myself a bed." Another member of staff told us, "It works brilliantly and runs smoothly most days with 5 staff on. I would definitely place a relative here." All the staff we spoke with told us that they liked working in the service and there was a good team who all pulled together when needed. A visiting health professional spoke positively about the service and staff skills. They told us that staff communicate well with them and were quick to come forward if they had any concerns about people's wellbeing.