Avery Homes (Cannock) Limited

Abbey Court Nursing Home - Cannock

Inspection report

Heath Way,
Heath Hayes,
Cannock
WS11 7AD
Tel: 01543 277358

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Ratings

Overall rating for this service	Good
Is the service safe?	Good
Is the service effective?	Good
Is the service caring?	Good

Overall summary

We carried out an unannounced comprehensive inspection of this service on 14 October 2015. Breaches of legal requirements were found in respect of the way people's medicines were managed, risks and support associated with people's mealtimes and the care that was provided to people who used the service. After the comprehensive inspection, the provider wrote to us on 10 December 2015 to say what they would do to meet legal requirements in relation to the breaches.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Abbey Court Nursing Home on our website at www.cqc.org.uk

The service had appointed a new manager who was going through their induction training. 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.

Summary of findings

Abbey Court Nursing Home provides accommodation for persons who require nursing or personal care for up to 70 people. There were 69 people living in the home on the day of our inspection.

People were provided with food and drinks which met their individual requirements. There were sufficient staff available to support people at mealtimes so that they could enjoy a pleasurable and social experience. Staff understood how to support people who had specific dietary needs and ensured referrals were made when specialist advice was required.

Staff were kind and polite to people. Staff recognised people's individual needs and provided care which met their preferences. People's dignity and privacy was promoted. People were supported to maintain the relationships which were important to them.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?
The service was safe.

We found that improvements had been taken to improve safety. People received their medicines safely because there were improved processes in place to ensure people's medicines were stored, recorded and administered correctly.

Good

Is the service effective?
The service was effective.

We found that improvements had been made to improve the effectiveness of the service. Mealtime support had been reviewed and changes had been made to ensure people received the level of support they needed to enjoy a pleasurable mealtime experience.

Good

Is the service caring?
The service was caring.

We found that action had been taken to improve caring. People received kind and compassionate care from polite and attentive staff. People's dignity and privacy were respected.

Good

Abbey Court Nursing Home - Cannock

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 unannounced inspection took place on 14 January 2016. The inspection was undertaken by two inspectors and an expert-by-experience. An expert-by-experience is a person who has personal experience of using or caring for someone who uses this type of care service. The expert-by-experience on this inspection had experience in the care of people who lived with dementia.

On this occasion, we had not asked the provider to send us a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. However, we offered the provider the opportunity to share information they felt was relevant.

We checked that the provider had made improvements to the service since our last inspection. We spoke with five people who used the service, four relatives and friends, seven members of the care staff, the deputy and acting manager and the provider's area manager. We did this to gain people's views about the care and to check that standards of care were being met.

We observed how the staff interacted with people who used the service. We looked at five people's care plans to see if their records were accurate and up to date.

Good

Is the service safe?

Our findings

At our last inspection on 14 October 2015 we issued the provider with a warning notice as they had failed to improve the management of people's medicines we identified at our previous inspection on 18 February 2015. This was a breach of Regulation 12 of the Health and Social Care Act and we told the provider they must improve the way medicines were managed by 31 December 2015. The provider sent us an action plan on 10 December 2015 setting out how they would meet the requirements of the warning notice.

At this inspection we saw that the provider had made significant improvements to the management of people's medicines to ensure the systems were safe. Staff told us they had received additional training to improve their knowledge and the safety of their practice. One member of staff told us, "A lot's happened since your last inspection. We've had more training, checks on our competency and support to update us". People told us they received their medicines when they expected them. One person said, "I get my medication morning and evening". Since our last inspection the provider had implemented a change to the medicine administration rounds. Two nurses dispensed medicines from separate trolleys at the same time which meant people did not have to wait as long for their prescribed medicines. Staff told us the implementation of two trolleys had removed some of the stress for them which they felt had led to errors in the past.

We saw that staff spent time with people whilst they were taking their medicines and checked if they wanted any of their 'as and when' required medicines for example for pain relief. One person told us, "I can have extra paracetamol if I need it". Some people were receiving their medicine covertly, this means without their knowledge. Medicines can be given covertly if the person does not have the capacity to understand that they are essential to maintain their health and wellbeing. The administration of covert medicines must be agreed by the person's doctor. We saw that the necessary permissions, risk assessments and guidance for staff were in place to ensure people taking medicine without their knowledge were supported correctly.

Staff showed us that they checked and recorded the amount of medicine stock in place for each person every day to ensure any discrepancies were picked up quickly. A member of staff told us, "This works much better. If someone hasn't recorded correctly on the MAR [medicine administration record] we can identify the gap straight away". The provider had also introduced weekly and monthly audits to monitor the administration, recording and stock control of people's medicines. This evidence demonstrated that the provider had responded appropriately to our concerns and met the requirements of the warning notice.

Good

Is the service effective?

Our findings

At our last inspection on 14 October 2015 we saw that improvements were required to improve people's mealtime experience and support with eating. We found there was a breach of Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and we told the provider they must improve the way people's mealtimes and risks associated with nutrition were managed by 31 December 2015. The provider sent us an action plan on 10 December 2015 setting out how they would meet the requirements of the warning notice.

The acting manager told us that after our last inspection in October 2015 they had reviewed how people were supported at mealtimes. At this inspection people told us they enjoyed the food and had a choice of meals. One person said, "I enjoy the food now. It's improved a lot. I used to like cooking and they give us the food I like". Another person told us, "We have a choice of what we want to eat". We saw that people who found it difficult to make a choice were shown what food was available by staff. One person had ordered a hot meal but didn't want to eat it when it arrived. The person asked staff for a salad instead which was provided for them and we saw that they enjoyed their replacement meal. People were offered regular hot and cold drinks throughout the day and encouraged to drink regularly to maintain their wellbeing. One person was reluctant to finish their drink and we heard a member of staff encourage them by saying, "Come on, finish your tea. Pretend it's a whiskey and knock it back". This made the person smile and they picked up their drink again.

We saw there were more staff available at lunchtime to ensure people received support when they needed it. Staff told us they had received training from the provider's dementia lead on the best way to support people to enjoy their mealtimes and foods they enjoyed. One member of staff told us, "It's about knowing people and finding out about their previous likes and dislikes". We saw staff sitting with people and encouraging them with patience to eat at their own pace. People were offered the opportunity to wear clothes protector's before they started their meal but these were only put on with their agreement. People were also provided with adapted cutlery and china to enable them to eat without support to retain their independence. Snack foods were offered to people between meals and we saw people enjoyed choosing what they would like. There was also fresh fruit available and we saw people helping themselves whenever they wanted.

Risks associated with eating and drinking had been identified. We saw there were risk assessments in place to indicate which people needed additional support to maintain a healthy weight. Staff were able to tell us which people had specific dietary requirements and how they provided support to them. One member of staff told us, "Two members of staff are being trained by the dietician to become nutrition champions". We saw regular checks were kept on people's weight and the frequency of checks were increased when a concern was identified. People were referred to specialist health care professionals when additional advice was required. We saw recommendations, for example, the introduction of thickened drinks or pureed food to reduce the risk of choking, were implemented in response to the advice staff received to reduce people's risks.

Good

Is the service caring?

Our findings

At our last inspection on 14 October 2015 we found there was a breach of Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 which related to the care and welfare of the people who used the service. We found that people did not receive consistently kind and caring support from the staff. We told the provider they must improve the way people were treated by 31 December 2015. The provider sent us an action plan on 10 December 2015 setting out how they would meet the requirements of the warning notice.

At this inspection we saw that improvements had been made and staff demonstrated a consistently caring manner. People told us the staff were kind to them. One person told us, "I can't fault them, they're very kind". Another person said, "I am satisfied and pleased with the care". A member of staff said, "We're all friends here". We heard staff complimenting people, for example telling them they looked nice or admiring their clothing. Staff offered gestures of support and reassurance, such as touching people's arms as they spoke with them. We saw when people were supported to move by the use of a hoist staff provided constant reassurance. One person became distressed about being moved and we saw that staff sat with them to allay their anxiety. The member of staff said, "We explain what we're doing every step of the way". We saw that staff made eye contact with the people they supported and either sat with them or knelt by them whilst they chatted or asked them a question. We heard people laughing with staff. One relative told us, "The staff are very good, very helpful and you can have a joke with them". Staff knew people well and we saw they provided them with what they wanted to make them happy. One person liked to cuddle a doll and we saw staff made sure they were available for them. A member of staff told us, "I treat people like I would like my own parents treated".

People told us their dignity was respected by staff. There was a member of staff based in each of the communal living rooms. One person said, "There's always a member of staff sitting in here, sometimes more". Another person told us, "They'll take you to the bathroom when you ask". People told us that staff responded to them when they were in their bedrooms. One person said, When I'm in my room they answer the buzzer quickly. They don't let me get uncomfortable". People also told us they felt there were more staff available to care for them. One person said, "There never used to be enough staff but it has improved". We saw and people told us that staff recognised their privacy when they were in their rooms by knocking on the door before entering. When people were unable to respond to a door knock we heard staff opening the door and telling the person who they were as they entered.

People were supported to maintain the relationships which were important to them. Relatives told us they could visit at any time. Some relatives sat with people in the communal rooms and others asked staff or took people themselves back to their rooms to chat in privacy. One relative had brought in a cake for a person's birthday. We saw that staff congratulated the person on their special day and presented them with a card. One member of staff said, "You're looking good! Still a spring chicken", which made the person smile.