

New Hope Specialist Care Ltd

The Limes

Inspection report

37 Avenue Road
Blackheath
Rowley Regis
West Midlands
B65 0LP

Tel: 01215593935
Website: www.newhopecare.co.uk

Date of inspection visit:
02 September 2016

Date of publication:
12 October 2016

Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

Our focused follow up inspection was unannounced and took place on 2 September 2016.

We carried out an unannounced comprehensive inspection of this service on 27 and 28 January 2016. Breaches of legal requirements were found. These related to there being insufficient quality monitoring systems in place and a failure to display the outcome of the service's most recent ratings inspection. After the comprehensive inspection, the provider wrote to us 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 action plan and to confirm that they now met the 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 The Limes on our website at www.cqc.org.uk.

The Limes is registered to provide accommodation and personal care for up to eight people with Learning Disabilities. At the time of our inspection, there were seven people living at the home.

There was a registered manager in post. 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.

The provider had taken action and legal requirements had been met. We found that sufficient improvements had been made to monitor the quality of the service. We saw that quality audit systems were in place and where areas for improvement were identified, these were responded to in a timely way.

We saw that systems had been implemented to ensure that people's care records remained accurate and that when feedback was received, this had been acted on by the registered manager.

The provider had displayed the outcome of their most recent ratings inspection both within the home and on their website.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

We found that action had been taken to improve the systems in place to monitor the quality of the service. Where areas for improvement were identified, these were acted on in a timely way.

We could not improve the rating for well-led from Requires Improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

The Limes

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.

We undertook an unannounced focused inspection of The Limes on 2 September 2016. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 27 and 28 January 2016 had been made. The team inspected the service against one of the five questions we ask about services: Is the service well-led? This is because the service was not meeting some legal requirements in this area.

The inspection was undertaken by one inspector.

We checked the information we held about the service and the provider. This included the provider's action plan, which set out the action they would take to meet legal requirements.

We spoke with two people and two members of care staff. We looked at systems in place to monitor the quality of the service, records kept on complaints, accidents and incidents and care records for two people.

Is the service well-led?

Our findings

At our comprehensive inspection on 27 and 28 January 2016, we found that the provider had not ensured that systems were in place to monitor the quality of the service. We found that where areas for improvement had been identified that may place people at risk, these had not been responded to in a timely manner. We found that records kept about people's care needs were not always kept up to date and where feedback had been received from people and their relatives, these were not always acted upon to make improvements to the service. This was a breach of Regulation 17 HSCA 2008 (Regulated Activities) Regulations 2014. We also found that the provider had failed to display their previous inspection rating both at the home and on a website operated by the provider in relation to the home. This was a breach of Regulation 20A HSCA 2008 (Regulated Activities) Regulations 2014.

At this focused inspection, we found that the provider had taken action and made the required improvements to ensure they were meeting Regulation 17 and Regulation 20A.

The registered manager alongside more senior staff, had completed audits to monitor the quality of the service on a monthly basis since the last comprehensive inspection. These audits looked at staff working practices, the food being provided and the environment. The audits also analysed accidents and incidents to identify any trends or patterns. In addition, we saw that weekly medication audits were completed to ensure that medication was given correctly. People told us they had seen changes in the way the home was managed and were happy that where maintenance work was needed, this was now resolved in a timely way to ensure the home was safe. One person told us, "I have had my room painted and they have secured my wardrobe to the wall [to prevent this being pulled over]". This was confirmed by staff who also felt improvements had been made. One member of staff told us, "I definitely think the maintenance has got better since the last inspection. When we call now, if it is urgent, the maintenance person will be here within hours, whereas it used to be days". We saw that as part of the quality assurance audits completed, the area manager would complete a walk around of the home and identify where work was required. Records we looked at confirmed that where issues were identified with the home environment, these were being acted on in a timely way.

We saw that action had been taken to ensure that people's care records were well maintained and accurate. One member of staff told us that as part of the changes made following the last inspection, staff now sit with people each month and go through the care records to ensure the information contained was correct. If the person agreed with the contents of their care record, they would sign the review. We looked at two people's care records and saw that the information was accurate and that this had been reviewed alongside the person. One person confirmed this and said, "I have checked my care plan and there are no problems with it".

There were systems in place to support people to provide feedback on their experience of the service via questionnaires. We looked at the completed responses from the questionnaires and saw that the feedback had been positive. Where suggestions were made, these were acted on by the registered manager. For example, we saw that relatives had requested information on how they could make complaints. The

registered manager responded to this and sent information packs out to all relatives informing them of the complaints procedure. We looked at records held on complaints made and saw that complaints had been fully investigated and a response provided to the person. We saw that a log was being kept of complaints made to ensure that the provider could identify trends as a way of reducing complaints made.

We saw that the provider had displayed their most recent inspection rating in the reception area of the home and that the ratings were also included on the website operated by the provider in relation to the home.