

Complete Care Group Limited

# St Anne's Residential Care Home

## Inspection report

St Annes  
4 St Annes Road  
Eastbourne  
East Sussex  
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Tel: 01323728349

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23 April 2017

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## Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

This focussed inspection took place on 24 April 2017. We gave the provider two working days' notice of our visit. St Anne's provides services for nine people who are living with a learning difficulty. There were nine people living at St Anne's when this focussed inspection took place.

St Anne's had a registered manager. 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.

St Anne's was last inspected on 23 and 26 August 2016. At that inspection, the service was rated as good overall, but we found the service required improvement to ensure it was well-led. A breach in Regulation 19 of the HSCA 2014 Regulations was identified. This regulation related to staff recruitment. This focussed inspection was to review the provider's progress on meeting this breach, and improvements in quality monitoring.

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 St Anne's on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The provider had met the breach in Regulation 19 in full. All staff now had necessary evidence on file to show relevant documentation about them had been sought. Staff employment files were regularly audited.

The provider had embedded their quality monitoring processes, to ensure people received safe and quality care. Audits included reviews of relevant areas relating to people's needs, and the management of the service. These reviews took place regularly. Improvements in service provision, where relevant, were identified and took place in a timely way.

Management supported an open and inclusive culture for both people and staff. People and staff said management supported them. Links were established with people's families and other supports, such as healthcare agencies, to ensure people were able to live the life they chose.

## 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?

Good ●

We found that action had been taken to ensure the service was well-led.

Recruitment practices were now robust and all of the relevant checks on staff had been completed.

The provider had embedded their quality monitoring processes to ensure people received a safe service, which supported their well-being.

People and staff continued to be able to raise issues with management and know they would be listened to.

Management continued to ensure they effective working relationships with people's families and other supports in the community, so they were enabled to live the life they wanted.

# St Anne's Residential Care Home

## **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 this announced focused inspection of St Anne's on 24 April 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection of 23 and 26 August 2016 had been made. We 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 one of the legal requirements. The provider was given two working days' notice of the inspection, this was so we could ensure relevant documents we needed to inspect were on site and the registered manager was in the home. One inspector performed the inspection.

Before our inspection we reviewed the information we held about St Anne's. This included information sent in to us by the provider since the last inspection. We considered information which had been shared with us by the local authority and other people, looked at safeguarding alerts which had been made and notifications which had been submitted. A notification is information about important events which the provider is required to tell us about by law.

During the inspection, we toured the home and spoke with four people who used the service. We spoke with four members of staff and the registered manager. We looked at six staff recruitment records. We also looked at quality audits and policies and procedures.

# Is the service well-led?

## Our findings

At the last inspection of 23 and 26 August 2016, we found improvements were required to ensure the service was well-led. This was because although the provider had made significant improvements from the previous inspection of 1 and 5 June 2015, the quality monitoring process needed time to be developed further. This included recruitment practices, which were not robust because not all of the relevant checks had been completed. We identified a breach in Regulation 19 of the HSCA Regulations 2014.

The provider had taken full action to address the breach in the Regulation. We looked at records for newly employed and longer-term staff. All files had been audited since the last inspection. Files were kept in an orderly manner, which enabled audit. All staff files included all relevant documents, such as a full employment history, proof of identity and Disclosure and Barring Service (DBS) checks. DBS checks identify if prospective staff had a criminal record or were barred from working with children or vulnerable adults. Where issues were identified during recruitment, the registered manager completed a risk assessment so any risk to people could be identified and progress monitored. For example, a prospective care worker had not worked in this area of care before. Their risk assessment identified areas of risk for them and how the care worker was to be supported during their induction.

The provider had now also fully embedded their quality monitoring processes. Their auditing system was clear and showed when relevant actions were due. This included issues relating to people, such as if, and when, people needed a Deprivation of Liberty (DoLS) review. It also included general areas, such as when infection control audits were to be reviewed. All incidents and accidents for people were reviewed every month, using a colour-coded spreadsheet. This meant any auditor could see at a glance what the issues were. There were also full details of what had taken place and actions taken to address the issue. The system used meant trends could be identified and relevant actions taken to ensure people's well-being.

St Anne's had a registered manager in post. People told us St Anne's was managed well. One person described St Anne's as, "A good place to be," and another said, "It's SO cool here." People told us management supported them in what they wanted to do. A person told us about an activity they wanted to do outside the home, saying management and staff had, "Sorted it all out for me." Another person told us the way St Anne's was managed meant, "Everybody's important here." The registered manager clearly knew people individually, and people also knew her. People talked easily with her, bringing up issues as they wanted. For example, a person had a discussion with the registered manager about where their plans were up to for a holiday they were planning to take.

Staff also said St Anne's was well-led. A care worker described the, "Open management style" from the registered manager. Staff also said they could bring up issues with the provider. One care worker told us "Oh yes he'd listen," if they brought up an issue directly with them. Staff said management was supportive to them. One care worker said they had remained working at St Anne's, "Because they supported me." Another care worker told us when matters were identified, they went "Straight to management and it's dealt with." Another care worker told us, "Management's always looking for new ways to develop training."

Where people raised issues, the registered manager took action. For example, at a recent residents' meeting a person had said they would like to go to visit a farm. This had been actioned and a date for a trip agreed. One member of staff told us the need for more training on one area had been brought up during a staff meeting. This had been addressed. A new dryer had recently been delivered to the laundry. The registered manager said they would now be re-organising the laundry room to make it easier for people and staff to use. The registered manager said they were continuously reviewing service provision and were, "Always learning."

The registered manager ensured they supported people by working with external agencies. There were good links with local adult training providers. A person told us they now went to college five days a week, and how much they enjoyed it. A person had a care plan about support they were receiving from the district nurse. The registered manager knew about how to contact relevant health care professionals such as the consultant psychiatrist and podiatry service. Most of the people had different social workers to support them. The registered manager had made sure where people's social workers were not from the locality, they maintained links with their funding authority, so people remained supported. People were also supported in maintaining close links with their family and friends. One person had just been to stay with their family for the weekend.