

Lakewood Limited

The Sycamores Nursing Home

Inspection report

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Tel: 01902873750

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22 May 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We last carried out a comprehensive inspection at this service on 09 March 2016. The inspection was unannounced and we rated the service as providing a good service to people. After that we received concerns in relation to the safety of the service being provided. As a result we undertook a focused inspection to look into those concerns on 22 May 2017.

This report only covers our findings in relation to the concerns raised with us about people's daily routines, the call bells not been answered in a timely manner and there being an unpleasant odour in the home. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'The Sycamores Nursing Home' on our website at www.cqc.org.uk

The Sycamores Nursing Home is a purpose built home providing personal and nursing care for up to 84 people. The home is in three discrete units on separate floors and supports people with learning and/or physical disabilities, people with nursing needs and people needing care because of mental health needs such as dementia. At the time of our inspection there were 73 people living in the home.

At the time of our inspection there was not 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.

People received support that was safe, met their needs and promoted choices. People were able to make the choice when they got up and when they wanted to go back to bed, this included returning to bed in the afternoon if they chose. People were able to choose where they ate their meals and people were supported to eat meals which met their nutritional needs and preferences

Staff responded to the call bell in a timely manner but we saw that on some occasions staff did not always attend people's bedrooms when they accepted the call. People told us that the staff were excellent and responded to their requests for help in a timely manner but understood that on occasions they may have to wait a short while.

The home was clean and there were no unpleasant odours evident.

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.

People were supported to receive safe care that met their needs because there were sufficient staff to respond to their requests for support. People were supported to have their needs met in the way they wanted and in an environment that was clean and odour free.

We could not change the rating for safe at this inspection. We will check this during our next planned comprehensive inspection.

The Sycamores Nursing 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 checked 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 last carried out a comprehensive inspection at this service on 09 March 2016 when we found that a good service was being provided. The inspection was prompted by concerns we received that indicated that the service being provided was not safe.

This inspection took place on 22 May 2017 and was unannounced. The inspection was carried out by two inspectors. The team inspected the service against one of the five key questions we ask about services: is the service safe?

In preparation for this inspection we looked at the information we held about the service. This included notifications. Notifications are information that the provider is required to send us by law. This includes information about accidents, incidents and safeguarding concerns. We also looked at any views received from the public about the service provided.

During our inspection we spoke with 13 people, two relatives, seven staff including a nurse, the manager and deputy manager. We observed staff practices and interactions with people. We looked at the care records for three people to ensure they received care as planned.

Is the service safe?

Our findings

We last inspected this service on 09 March 2016 when we judged that the service was providing a good quality, safe service. We carried out this inspection on 22 May 2017 because we had received some concerns. The concerns were: that on entering the home there was a malodour; that the emergency call bell was not being answered in a timely manner so that people's needs were not being met; that people were being put to bed in the early afternoon so that people were not eating their evening meal in the dining room. In addition, there was an allegation that people were not able to have a bath or shower. At this inspection we found that there were elements of care that could be improved, however, a safe level of care continued to be provided.

During our inspection we spent the majority of the time on the ground floor of the home. We arrived at the home just before 4pm so that we could see how many people were in their beds and if people were having their evening meal in the dining room. We saw that on the ground floor the majority of people were in their beds but three people were in the lounge. Not everyone on the ground floor was able to converse with us so that we could ask them if they were in bed because they wanted to be. However, some people were able to tell us that they were happy with their care and either they preferred to go back into their bed during the afternoon or; that they went back to bed due to needing to relieve pressure on certain parts of their body to prevent skin damage. One person told us, "I'm happy in bed. Need to have bed rest." Another person told us, "I'm more comfortable lying down. I don't always like to go in the lounge as no one talks to you, so better in bed." We saw that some people were in bed because they were unwell and a couple of people stayed in their bedroom due to an infection. We saw that on the second floor there were a lot of people sitting in the lounge, dining room or in the corridor. We saw that people went to their bedrooms when they wanted to. One person told us, "We can go to our bedroom when we want but we don't have to go to bed. I don't go to bed till 11pm sometimes."

We saw that on the ground floor the majority of people had their evening meal in their bedroom but we saw two people eating in the dining room. One person in the dining room showed by turning their face away that they didn't want to speak with us. The other person told us that they preferred to eat in the dining room because it was more comfortable for them. We saw that staff were also having a break in the dining room at the same time but had chosen to sit separately from the people that lived there. Staff told us they did generally sit with people at lunchtime. On the second floor we saw that several people had their evening meal in the dining room. We saw that people in their bedrooms had chosen to have their meal in their bedroom. Some people were supported to eat their meal by staff.

People spoken with told us that the staff answered the call bells in a timely manner. Some people told us they sometimes had to wait for a while but they felt this was because the staff were dealing with someone else. One person told us, "It's an excellent service. They do respond to the buzzer." We saw that most people had a buzzer accessible to them but some people didn't. One person told us that if they needed help they would shout out and another person told us, and we heard they banged their cup on the table. The manager told us that for one person the cord was a risk but they would look into why the other person's buzzer was not accessible. During our inspection we heard the call buzzer go off regularly but it was silenced quite

quickly. We observed that staff often silenced the buzzer on the panel in the corridor without actually attending the person's room. This resulted in the buzzer reactivating a short while later. We noted that the panel was showing the same room number regularly. We heard one person tell staff that their, "Bum is sore". Staff responded by telling the person to eat their sandwiches and they would then reposition them. The person was sitting in their bed and also told us, "My bum is sore" and we saw that they were tearful whilst trying to eat their sandwiches. The person's care records showed they were to be repositioned every three hours and to be nursed 'side to side' but this had not happened. We saw that after the person had had their tea the person was laid on their side. The records stated that the person had been repositioned twice during our visit. This did not reflect our observations. We shared this information with the manager.

People told us that they were able to have a bath or shower if they wanted. We saw that people looked well cared for and there were no odours evident in the home. One relative mentioned that their family member had not been able to have a bath or shower but this was due to the appropriate equipment not being available. We discussed this with the manager who told us they would get an occupational therapist to assess the person for the equipment that would be needed to facilitate this request.