

Christchurch Court Limited

# Christchurch Court - 2 Christchurch Road

## Inspection report

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12 July 2016

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Good** ●

Is the service responsive?

**Good** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 12 May 2015. After that inspection we received concerns in relation to a lack of staffing, particularly at night, and concerns with how people's medicines were handled. We also received concerns that new people were being accepted into the service that the staff could not meet their needs and concerns that people were not receiving the support and rehabilitation they required. As a result we undertook a focused inspection to look into those concerns. This report only covers our findings in relation to those topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Christchurch Court – 2 Christchurch Road on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

This unannounced focussed inspection took place on 12 July 2016. This residential care home is registered to provide accommodation, personal care and treatment for disease, disorder and injury for up to 21 people. At the time of this inspection there were 15 people living at the home.

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. A manager had been recruited to role and it was planned they were commencing on 1 August 2016.

People were safely supported by staff. There were enough staff to meet people's needs at night and call bells were answered quickly. The home had a backup system in place in the event additional staff were required.

People received their medicines efficiently. Staff understood how they were responsible for checking that people received the correct medicines at the correct time. Medicines were stored appropriately and people were able to receive medicines for pain relief when they required them.

People's needs were fully assessed before they moved into the home. A pre admission procedure was in place and the deputy manager was able to decide if staff were able to meet people's needs.

People were able to make progress and develop their life skills if they wished to and were able to. Staff were aware of how they could help and support people to make progress to their goals and supported people to achieve them.

## 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 ●

People received timely support from people when they needed it, including at night time.

There were systems in place to manage medicines in a safe way and people were supported to take their prescribed medicines.

### Is the service responsive?

Good ●

Pre admission assessments were carried out to ensure the home was able to meet people's needs.

People were supported to develop their life skills and engage in activities that enhanced their life and supported their well-being.

# Christchurch Court - 2 Christchurch Road

## **Detailed findings**

### Background to this inspection

We undertook an unannounced focussed inspection of Christchurch Court – 2 Christchurch Road on 12 July 2016. This inspection was completed in response to concerns in relation to a lack of staffing, particularly at night, and concerns with how people's medicines were handled. We also received concerns that new people were being accepted into the service that the staff could not meet their needs and concerns that people were not receiving the support and rehabilitation they required. As a result we undertook a focused inspection to look into those concerns. This report only covers our findings in relation to those topics

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 was completed by one inspector. Before the inspection we reviewed the information we held about the service, including statutory notifications that the provider had sent us. A statutory notification is information about important events which the provider is required to send us by law. We also contacted health and social care commissioners who place and monitor the care of people living in the home.

During our inspection we spoke with three people, six members of care staff, one member of domestic staff and the deputy manager.

We looked at care plan documentation relating to three people and medication administration documentation.

## Is the service safe?

### Our findings

We received information that the service did not have enough staff to meet people's needs at night. We reviewed the staffing levels and found they were adequate. One person told us, "I think the staffing is alright." Staffing rotas showed that there were always two members of staff on duty at night. Staff told us the staffing at night was sufficient to meet people's needs and people were supported in a timely way. One member of staff said, "It can be hard work but there are systems in place and if we are supporting someone in their rooms we can hear the call bell ringing so we can go and help." We reviewed the call bell records and saw that they were responded to in a timely way each time, including at night. The deputy manager of the home explained that in the event extra staff were required this could be requested from the provider's other location next door, or they could request assistance from two members of on call senior staff. The current arrangements were on a short term basis and we received reassurance that additional night staff had been recruited and were awaiting their induction and training.

We also received information that medication was not handled sufficiently. The information we received was unclear about which of the provider's services this related to. We observed a member of staff complete a medication round, examined medication administration records, examined medication storage facilities and talked to a member of staff who was trained in medication administration. People received their medication correctly. Staff completed checks on the medicines before they were administered and ensured they were given to the right person. Staff understood how they could support people to take their medicines they required if they were in pain and medicines were stored securely. We identified no concerns in relation to how medicines were handled.

## Is the service responsive?

### Our findings

We received information that people's needs were not adequately assessed before they were accepted into the service. The information we received was unclear about which of the provider's services this related to. Staff told us they felt confident that people's needs had been adequately assessed before they moved into the home and staff were clear about how they needed to support each person. We spoke with the deputy manager about their procedures for accepting new people into the service. They confirmed that nobody new had been accepted into the service within the last 12 months, but that some people had moved from the provider's other locations into the home. We reviewed three people's care plans, including one person who had recently moved into this home and saw that their needs had been fully assessed. We spoke with the deputy manager about the assessment procedures that were in place to consider if the service could meet people's needs. They explained there were dedicated staff to assess new referrals and meet people to understand the support they required. Following the initial meeting with people an internal meeting was held to consider if the home could meet people's needs. The deputy manager told us they were involved in this process and were confident they could decline people whose needs could not be met. People that had moved into the home had their needs assessed before they moved in and these were supported by staff.

We received information that people were not supported to receive the level of rehabilitation they had been assessed for. We examined the support people received. One person that lived at the home explained that they felt well supported and that they had been supported to make progress with their independence and living skills. They explained that they were in control and were able to choose what they did and when. For example, on the day of our inspection they had decided that they would help do some gardening instead of going to the gym. Staff told us they felt people received the support and rehabilitation they required however many people living at the home did not require professional rehabilitation, but support with life skills and gaining independence, and staff provided this support for people. We examined three people's care plans and found that they were regularly reviewed and updated where necessary however they did not all clearly document the rehabilitation support people required, or when this had changed. For example, within the last two weeks one person had been discharged from professional rehabilitation and this had not been reflected in the person's care plan. The deputy manager confirmed this had been a recent decision and they were aware that they needed to update the care plan. People had been supported to make progress and achieve their goals with some people having appropriate support to move out of the home into independent living. A full programme had been considered and implemented to support the person over a period of time, beginning with an introduction to their new home. Staff gradually reduced the support that was provided until eventually staff from the service no longer supported the person. People were adequately supported to develop their own skills and receive the care and support they required.