

## Care UK Community Partnerships Ltd

# Hinton Grange

### Inspection report

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### Ratings

Is the service well-led?

Good



### Overall summary

We carried out an unannounced comprehensive inspection of this service on 24 February 2015. A breach of one legal requirement was found. This was in relation to the accuracy, security and quality of people's care records.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to the accuracy, security and quality of people's care records.

We undertook this unannounced focused inspection on 18 August 2015 to check that the provider had followed their plan and to confirm that they now met legal requirements. We found that the provider had followed their plan which they had told us would be completed by the 30 June 2015 and legal requirements had been met.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hinton Grange on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Hinton Grange is a two storey building located in a residential area of Cambridge city. The home provides

accommodation for up to 60 people who require nursing and personal care. At the time of our inspection there were 39 people living at the home accommodated in single occupancy rooms. The home is split in four main units where people are cared for according to their assessed care or nursing needs.

The home had a registered manager in post. They had been in post since December 2014. 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.

Action had been taken regarding the accuracy, security and quality of people's care records. People's care records were held securely. Staff respected people's confidential information.

Action had also taken regarding the auditing and quality of care records. The provider had effective quality assurance processes and procedures in place to improve, if needed, the quality and safety of people's care records.

# Summary of findings

Regular checks had been completed by managers in all areas of the service to ensure that people's care records were up to the required standard.

# 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 well-led?**

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

The provider had put auditing procedures in place to monitor the quality of the service.

People's care records were kept secure and the confidentiality of people's personal information was protected.

This meant that the provider was now meeting legal requirements.

**Good**



# Hinton Grange

## Detailed findings

### Background to this inspection

We undertook an unannounced focused inspection of Hinton Grange on 18 August 2015. This inspection was undertaken to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection of 24 February 2015 had been made.

The focused inspection was undertaken to check that the management of the home had systems in place to improve the quality, security and standard of people's care records.

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 legal requirements in relation to this question.

This unannounced focused inspection was completed by one inspector.

Before the inspection we looked at all of the information that we hold about the home. This included information from the provider's action report, which we received on 29 April 2015, and information from notifications received by us. A notification is information about important events which the provider is required to send to us by law.

During the inspection we spoke with three people and a relative. We also spoke with the registered manager, a visiting clinical development manager, a registered nurse and three care staff.

We looked at three people's care records and staff meeting minutes. We also looked at records in relation to the management of the service such as audits and quality assurance checks.

# Is the service well-led?

## Our findings

At our comprehensive inspection of Hinton Grange on 24 February 2015 we found that people's care records were not always kept safe or up to date.

This was a breach of Regulation 20 (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. This corresponds to Regulation 17 (c) (d) of the health and social care act 2008 (regulated activities) regulations 2014.

During our focused inspection of 18 August 2015 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 20 described above.

We saw and people and staff told us that the registered manager spent time walking around the home and ensuring that people's records were kept secure. This also included nurses and care staff with responsibilities in maintaining people's records. One person told us, "I see [Name of registered manager] nearly every day. They are always watching what staff do with them (records)."

We found that all doors and rooms where people's care records were held had been fitted with automatic closing devices, lockable cabinets as well as combination locks. At all three checks of these storage areas we found them to be secure. One staff said, "I had a supervision and this was an area we discussed on respecting people's confidentiality." A relative told us, "When [name of family member] first came to live here everything was done in private. There were a lot of records to go through but it was all done confidentially."

People confirmed that their records were never left in the lounge, dining room or where other people could read them. The provider had introduced a new approach and

methodology to auditing various areas and subjects within the service. This included improved training, supervision and support for staff using the electronic records recording system. One care staff said, "The training for the records system was very good and I am now very confident using it." We observed staff updating and retrieving people's care records including the 'resident of the day'. We saw that these records were accurate and based upon the person's most up-to-date care and support needs. Staff were confident in making any necessary changes to the person's records. Where changes had been made we found that the electronic recording system had saved this record.

Staff told us that as well as improvement actions for people's records, the whole staff team had been reminded of their responsibilities. This was during formal supervision, as well as during staff meetings. Additional support had been provided to those staff who required this. The provider's policies also included guidance for staff on the Data Protection Act 1998. These improvements and adherence to policies had helped drive improvement in the quality, security and accuracy of people's care records and their confidentiality.

The registered manager showed us that where there had been concerns with the documentation recording system, these had all been investigated and any errors or omissions corrected quickly. Clinical audits were also completed by the provider's clinical development manager. This was to help ensure that the provider's standards for record keeping were maintained.

During our inspection we found that the provider was correctly displaying our previous inspection report rating for 24 February 2015. This was prominently displayed for people, staff and visitors to see.