

Blackberry Hill Limited

St Anne's Nursing Home

Inspection report

60 Durham Road
London
N7 7DL

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23 February 2016

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Ratings

Overall rating for this service

Good ●

Is the service responsive?

Good ●

Summary of findings

Overall summary

St Anne's Nursing Home provides nursing and residential care to a maximum of 50 men and women who are elderly or have physical care needs. The service is provided by Blackberry Hill Limited.

We carried out an unannounced comprehensive inspection of this service on 10 and 16 March 2015. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to Regulation 9 (Person Centred Care).

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met 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 St Anne's Nursing Home on our website at www.cqc.org.uk.

This focused inspection took place on 23 February 2016 and was unannounced. At our last inspection on 10 and 16 March 2015 the service was not meeting Regulation 9 in respect to person centred care associated with the Health and Social Care Act 2008. There had been insufficient activities or opportunities for people to maintain their mobility. We found at this inspection that the staff we spoke with were aware of the need for encouraging mobility and offering people the opportunity to engage in activities. The service was also able to demonstrate that action had been taken to address the previous breach of regulation.

At the time of our inspection a registered manager was employed at the service. 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 service had been rated as good at the previous inspection and this rating has not changed.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

The service was responsive. We found that people were actively engaged in activities, which the service had allocated specific additional resources to achieve by recruiting a full time activities coordinator.

Good ●

St Anne's 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 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 unannounced which meant the provider and staff did not know we were coming. The inspection took place on Tuesday 23 February 2016. The inspection team comprised of a single inspector.

Before the inspection, we looked at notifications that we had received and communications with other professionals, such as the local authority safeguarding and commissioning teams.

As part of this inspection we looked at the activity plans and records on five people's care plans.

We spoke with two people using the service, the manager, area manager for the provider organisation and the activity co-ordinator. We also observed activities that were taking place when we visited.

Is the service responsive?

Our findings

At our last inspection on 10 and 16 March 2015 the service was not meeting Regulation 9 in respect to person centred care associated with the Health and Social Care Act 2008. There had been insufficient activities or opportunities for people to maintain their mobility.

The two people using the service who spoke with us told us that they enjoyed the activities they took part in. One person told us that although they often felt too tired to leave their room to join in group activities they were able to engage in things that they enjoyed in their room. People told us that they knew about activities that took place. Where people found it difficult to leave their room for activities, and specifically for people who were bedbound, they were visited for one to one time by the activities coordinator.

A full time activities coordinator had been appointed to the home in May 2015. This person told us about the links they had made in the local community. For example, local community groups and people who could provide services to people at the home such as music and movement, massage therapy and visiting performers. The activities coordinator told us about plans to make further links and ensured that everyone had an activities plan, which we saw on the five people's activity plan records that we looked at. The activities coordinator also told us they were involved in a local authority wide group that looked at activity opportunities and resources for people living in care homes.

The activity coordinator had made links with a local primary and secondary school. With people's individual agreement pupils from the secondary school were due to commence life history work with people who wished to take part so that their life story could be recorded.

During the afternoon of our visit we saw a music appreciation activity that was being run by an external visitor who carried out this activity each week.

We saw evidence on records that there were exercise sessions that was run by an external provider three times a week. The activity co-ordinator informed us that they were developing an activity lead role for care staff on each floor of the home. Staff then could engage with people in light movement and exercise each day.