

Minster Care Management Limited

Hamshaw Court

Inspection report

Wellstead Street
Hull
Humberside
HU3 3AG

Tel: 01482585099

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08 February 2017

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

Hamshaw Court is registered with the Care Quality Commission (CQC) to provide care and accommodation for a maximum of 45 older people some of whom may be living with dementia. It is close to local amenities and is located on a bus route into Hull city centre. Accommodation is provided in individual flat-lets, each of which has a bedroom/sitting area, some have a small kitchenette and an all have an en-suite shower room. There are communal rooms for people to use and an enclosed garden.

This inspection took place on 8 February and was unannounced. The service was last inspected 28 and 29 September 2016 and was found to be none complaint with the regulations inspected at that time. Following that inspection we issued a warning notice to the registered provider to improve governance. This inspection was undertaken to check whether they had complied with the actions we told them to take in the warning notice.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At the last inspection we found issues with the way people's medicines were handled, the environment and people's care plans. We issued requirement notices for these breaches of regulations and these will be checked again at the next inspection.

During the previous inspection we found auditing systems in place had not identified those issues we found during the inspection. We also found some audits had identified issues with care planning but despite this no further checks had been undertaken to ensure these issues had been rectified, for this breach we issued a warning notice which told the registered provider to take action within a given time frame.

During this inspecting we found the registered provider had taken action to comply with the warning notice. Audits had been undertaken of all the medicines systems and actions had been taken to address any shortfalls, a full audit had also been undertaken by the supplying pharmacists. The medicines system will be looked at in more detail at the next inspection. We found a full environmental audit had been undertaken and there was an ongoing refurbishment programme. An inspection of the building showed us the work had been carried out to a high standard and all rooms looked well maintained and all work had been completed. We found a full audit had been undertaken of all care plans and further checks had been made to ensure any issues found were addressed. We cross referenced a sample of care plans and found updates had been undertaken promptly when any shortfalls had been identified. We will undertake a full inspection of care files again at the next inspection.

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 ●

The service was well-led

Audit systems had been introduced which identified areas for improvement and action plans addressed these.

Hamshaw Court

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 registered 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 took place on 08 February 2017 and was unannounced. The inspection was completed by one adult social care inspector. The inspection was undertaken to check whether the registered provider had complied with the warning notice we issued following the last inspection on the 28 September 2016.

We looked at two care files which belonged to people who used the service. We looked at a selection of documentation relating to the management and running of the service this included the quality assurance systems, environmental audits, care plan audits, medicines audits and maintenance of equipment records.

Is the service well-led?

Our findings

Following the last inspection we issued a warning notice to the registered provider giving them a time scale in which to comply with regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We undertook this inspection to check whether the registered provider had complied with the warning notice. We issued the warning because we found there was a lack of audits undertaken which ensured people were safe and well cared for.

At the last inspection we found there were discrepancies in the recording of medicines and a lack of checks undertaken to ensure medicines were in date and still safe to use, we also found there were gaps in recording of the administration of medicines and some topical creams. Although audits had been undertaken of the medicines system these had failed to identify the issues we found during the inspection.

At this inspection we found a full and comprehensive audit had been undertaken of the medicines administration systems and any discrepancies found were rectified immediately, the medicines system had also been audited by the supplying pharmacist and a report produced. The registered manager told us they were intending to contact the pharmacy support team of the City Health Care Partnership (CHCP) and ask for full medicines audit to be undertaken by them. More stringent procedures had been introduced for the auditing and checking of the medicines systems.

For the issues we found with regard to the handling and administration of medicines we issued a requirement notice under regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and this will be checked in more detail at the next inspection.

At the last inspection we found during the refurbishment programme people had been moved into rooms which were not finished off properly and still needed work completing, this caused them unnecessary disruption and anxiety. We found at the last inspection environmental audits had not been undertaken before people moved into rooms to check they were habitable; this meant people were expected to live in surroundings which were not adequate. The registered manager showed us full audits had been undertaken of all the rooms in the service and any repairs or making good had been brought to the attention of the builders and no one had been moved until these issues had been completed. They had also ensured any repairs had been completed before the builders had left the service to ensure all the rooms were habitable. We looked at a sample of rooms and these were clean tidy and well finished off. All repairs had been undertaken and the rooms were ready for occupancy.

At the last inspection we found people's care plans did not describe people's needs and they had not been updated to reflect these. For example there were no risk assessments in place for the prevention of pressure area breakdown, and no instructions for staff in how to effectively manage some people's behaviours which might put themselves and others at risk. There was a lack of instructions for staff to follow around the care of catheters, for example the amount of fluid the person should drink and how the equipment was to be cared for. We also found there was a lack of recording of people's weights and the monitoring of this was not effective. We also found that although audits had been undertaken of the care plans and these issues had

been identified no action had been taken to check whether the care plans had been amended or updated.

During this inspection we found everyone's care plan had been audited and any discrepancies or issues were rectified immediately, the care plan was then checked again for compliance. We looked at a sample of care plans and found any issues which had been identified with regard to recording or updating had been rectified quickly, these had been checked again to ensure continued compliance.

For the other issues we found with regard to the care plans we issued a requirement notice under regulation 9 of the Health and Social Care act 2008 (Regulated activities) Regulations 2014 and this will be looked at in more detail at the next inspection.