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Stafford House Residential Care Home

Inspection report

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Lancashire
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23 January 2017
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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 15 March 2016. 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 unsafe recruitment procedures that potentially placed people who lived at the home at risk. We found application forms were incomplete and Disclosure and Barring Service checks (DBS) had not been obtained before staff commenced their employment.

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 (Stafford House Residential Care Home) on our website at www.cqc.org.uk

Stafford House residential Care Home provides accommodation for persons who require nursing or personal care for up to 12 people. The home is situated on Cleveleys promenade close to the town centre. It comprises of three floors with lift access. There is a lounge and separate dining area. Bathroom and toilet facilities are situated on all floors. At the time of our inspection visit, nine people lived at the home.

The service had a registered manager in place. 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.

At our focused inspection on the 23 and 24 January 2017. We visited on the second day to meet with a newly employed member of staff. We found improvements had been made since our last inspection. We looked at two recruitment files related to staff that had commenced employment since our last inspection. We looked at one recruitment file of a staff member who was scheduled to start work at Stafford House the day after our inspection visit. We noted people's start dates with Stafford House followed the date of issue of their Disclosure and Barring Check (DBS). We spoke with one staff member who had started since our last inspection. They stated they had to wait for their DBS check to be returned before the provider gave them a start date.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found action had been taken to improve people's safety by the provider.

The registered manager had taken action and ensured safe robust recruitment procedures were in place and followed. This protected people from unsuitable staff being employed.

We could not improve the rating for Safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Stafford House Residential Care 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. We undertook an unannounced focused inspection of Stafford House Residential Care Home on 23 and 24 January 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 15 March 2016 comprehensive inspection had been made. The team inspected the service against one of the five questions we ask about services: is the service safe. This is because the service was not meeting one legal requirement.

The inspection team consisted of an adult social care inspector.

Prior to this inspection, we reviewed all the information we held about the service, including data about safeguarding and statutory notifications. Statutory notifications are submitted to the Care Quality Commission and tell us about important events that the provider is required to send us. This helped us to gain a balanced overview of what people experienced accessing the service. At the time of our inspection there were no safeguarding concerns being investigated by the local authority.

We spoke with a range of people about this service. They included the registered manager and three staff. We checked staff rotas, application forms and recruitment documents in relation to three staff members employed at Stafford House Residential Care Home.

Is the service safe?

Our findings

At our comprehensive inspection of Stafford House Residential Care Home on 15 March 2016, we found recruitment procedures were unsafe potentially placing people who live at the home at risk. We found application forms were incomplete and Disclosure and Barring Service checks (DBS) had not been obtained prior to staff commenced their employment.

This was a breach of Regulation 19 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 because the registered manager failed to operate robust recruitment procedures that included undertaking any relevant checks before staff were employed.

During our inspection visit on 23 and 24 January 2017, we saw the provider had completed all relevant DBS checks prior to staff being employed to support people who could be vulnerable. At this inspection, we found the provider had followed safe practices in relation to the recruitment of new staff. We looked at three staff files and noted they contained relevant information. This included a Disclosure and Barring Service (DBS) checks, employment histories and appropriate references to minimise the risks to people of the unsafe recruitment of potential employees.

We noted the dates on staff DBS certificates preceded their start date. We looked at staff rotas which indicated staff had not started work until after their DBS checks had occurred and been issued. The registered manager told us they had learnt a lot since our last inspection and they made sure all safe recruitment procedures were followed. We spoke to one staff member who had been recruited since our inspection. They told us, "I had to wait for my checks [DBS] to come through before I started here [Stafford House], and they took ages." This showed a safe and robust recruitment process was in place and operational. This ensured staff employed had the relevant skills to support people who lived at the home.