

R & G Sparkes Limited

Champions Place

Inspection report

Kent Hatch Road, Limsfield Chart RH8 0TA
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Date of inspection visit: 4 March 2015
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Ratings

Overall rating for this service

Good 

Is the service safe?

Good 

Is the service caring?

Good 

Overall summary

We carried out an unannounced comprehensive inspection of this service on 12 and 17 November 2014 when we found breaches of legal requirements. Following this inspection the provider wrote to us to say what they would do in order to meet legal requirements in ensuring people were kept safe and treated by staff in a respectful and dignified way.

We undertook this unannounced focussed inspection on 4 March 2015 to check the provider had followed their plan and to confirm they were meeting the 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 Champions Place on our website at www.cqc.org.uk.

People were protected from the potential risk of using equipment or accessing areas of the home which may

cause them harm. The registered manager had carried out risk assessments for people in relation to the kitchen area which contained a hot water urn. These were contained in people's care plans for staff to follow.

The registered manager had purchased a different type of sling for the hoist used by staff, which meant people's dignity was upheld. The provider had taken appropriate action to ensure people's privacy was protected when they used the bathroom or shower, and staff equipment stored in one person's bedroom had been removed.

Staff were heard to speak to people in an appropriate manner during our visit and the registered manager told us (and staff confirmed) they had received recent dignity training.

The provider had taken all necessary actions to ensure they had addressed the breaches in regulation and we found them to be compliant in all areas.

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 safe?

The service was safe.

Risk assessments had been undertaken for each person to include an assessment of their use of the hot water urn.

Good



Is the service caring?

The service was caring.

Staff treated people with dignity and people were given the privacy they could expect.

Good



Champions Place

Detailed findings

Background to this inspection

We undertook an unannounced focussed inspection of Champions Place on 4 March 2015. This inspection was carried out to check action had been taken by the provider to ensure they met legal requirements following the breaches in regulation we found at our inspection on 12 and 17 November 2014.

The inspection was undertaken by one inspector. We spoke with one person, two members of staff and the registered

manager. Following the inspection we spoke with one training professional. We looked at 12 care plans, training records and listened and observed how staff spoke and interacted with people.

We inspected the home against two of the five questions we ask about services: is the service safe and caring to people's needs? This is because the service was not meeting some legal requirements in these areas.

Is the service safe?

Our findings

At our previous inspection staff had assumed the kitchen was safe for everyone to use, but had not undertaken risk assessments to determine whether it was or not. They had also not carried out risk assessments in relation to a hot water urn.

People were kept free from risk of using equipment that may cause them harm. We read in each person's care plan that a risk assessment had been undertaken, in relation to the hot water urn in the small kitchen. We read guidance to

staff on which people were able to access the urn to make themselves a drink and which people should have drinks made for them. We saw staff make people drinks who were unable to use the urn themselves.

People did not have access to the kitchen when staff were not present. Staff told us the kitchen door was locked when it was empty. We saw evidence of this during our visit. We read a notice on the door to remind staff not to leave the kitchen unattended.

This showed us the provider had taken the necessary action in relation to the breach in regulation.

Is the service caring?

Our findings

At our previous inspection we did not always feel staff treated people with the respect, privacy or dignity they should be entitled to. This was because bathrooms did not have appropriate screening and people were not always treated in a way we would expect them to be.

During our visit we heard staff speak with people in a kind and respectful manner. We heard staff ask people what they would like to do and assist them when they needed it. People were given privacy by staff when they required it, for example, when they were in the bathroom.

People were not exposed when receiving personal care because the provider had hung shower curtains in the showers and put net curtains up at the bathroom window which did not have frosted glass.

Staff told us the new sling had made a huge difference to both them and people, as it meant they could ensure a person's dignity was upheld whilst they moved them with a hoist. It also meant they could attend to a person's needs in a timely manner. Staff had purchased alternative clothing to ensure a person was dressed appropriately at all times.

We spoke with the person whose room was used by staff during the medicines round. They told us they were happy with the arrangement and did not feel it was an invasion of their privacy. They said, "It's absolutely fine." We noted the boxes that had been stored in this person's room had been removed and it was clear of staff equipment.

The registered manager said they had arranged for staff to receive training in safeguarding which focussed on treating people with dignity and respect. We spoke with staff and the trainer who confirmed this had taken place. Staff said there had been two staff meetings since our last inspection, which had concentrated on the areas of concerns we had highlighted.

Staff had become Dignity Champions (someone who pledges to challenge poor care and act as good role models). They said this had been useful reminder of what was expected of them.

This meant the provider had taken the necessary action in relation to the breach in regulation.