

Mrs C A Jansz

# Haslington Residential Home

## Inspection report

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Tel: 01322383229

Date of inspection visit:  
23 November 2016

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### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection on 25 April 2016. After that inspection we received a report in relation to an incident. As a result we undertook a focused inspection to look into those concerns. This report only covers our finding in relation to this topic. You can read the report from our last comprehensive inspection, by selecting 'all reports' link for Haslington Residential Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

There was a registered manager in post who had applied for registration with the CQC. 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 provider had ensured that appropriate action had been taken to make the environment safe. Accidents and incidents were being reported by staff and investigated by the registered manager. The registered manager carried out an accident and incident audit so that any trends or patterns could be identified.

People's needs had been assessed and detailed care plans developed to meet these needs. Care plans contained appropriate risk assessments that were specific to the person's need and reduced the risk of harm.

Staff were deployed to provide personal care to people throughout the day and night. However, the manager was not using a formal tool to assess the staffing levels on an ongoing basis to ensure they reflected individuals changing needs. We have made a recommendation about this in our report.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The registered manager was carrying out risk assessments to reduce any known potential risk.

There were staff deployed to provide care and support for people living at the service. However, the registered manager was not using a formal tool to identify dependency levels.

Accidents and incidents were reported by staff and the manager undertook investigations.

# Haslington Residential 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 focused inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and in response to concerns that were shared with us.

We carried out an unannounced focussed inspection on 23 November 2016. The inspection was carried out by one inspector. This inspection was undertaken in response to an incident reported to the Care Quality Commission. We inspected this service in key areas against one of the five questions we ask about the service, 'Is the service safe'.

Before our inspection we reviewed our previous report and the information we held about the service. We spoke to the relevant local authorities, the police and the local health and safety authority.

At this visit we looked at the servicing and maintenance records at the service, three people's care plans, staff rotas and the staff training schedule. We also spoke with the registered manager and registered provider of the service.

## Is the service safe?

### Our findings

The registered manager took action to ensure that people were protected from any known hazards. Where people were involved in accidents and incidents the registered manager had ensured appropriate action was taken to keep people safe. Accidents and incidents were being reported by staff at the service. Following a recent incident, the registered manager had taken immediate action to make the environment safe. They had carried out an initial investigation that included contacting all relevant authorities including the Care Quality Commission and local safeguarding team. The registered manager told us about what arrangements were in place to keep people safe until after all investigations had been carried out, and we saw that these additional safety measures had been implemented.

People were kept safe as potential risks had been assessed and these were recorded in their care plans. This included the risk of falls. Records showed that risk assessments had been updated appropriately as people's needs changed. Through risk assessments staff could carry out appropriate observations during the night for those that needed it. People's daily records showed that staff were checking on people, but were not writing down the time when people were being checked. We reported this to the manager who told us, "This has been identified and training was given on safe record keeping to staff yesterday." The staff rota identified that training had been given and we saw records that showed that a new system for recording observation times had been introduced within the service.

The registered provider had deployed staff in the service to respond to people's requests and meet their needs. The rota showed us that there were seven care staff on duty during the day. There was also five domestic staff, maintenance, cook, kitchen assistant and the registered manager. There were four care staff on duty at night and these were deployed appropriately based on people's needs at the home. The staffing rota showed that these levels were consistent and additional cover was obtained if needed. At the time of inspection there were no people living at the service who required one to one care. We looked at an accident and incident audit to identify if there were any trends with reporting of incidents over the night and day shifts and no patterns could be identified. The registered manager was not using a formal tool for assessing staffing levels. The registered manager told us, "I do not use a tool to identify staffing levels as we tend to increase staff if needed when someone new comes to the service."

We recommend that the registered manager seek guidance from a reputable source to identify an appropriate tool for assessing the staffing levels required to meet people's needs in the service.