

Bupa Care Homes (CFChomes) Limited Tadworth Grove Residential and Nursing Home

Inspection report

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Ratings

Is the service safe?

Requires improvement



Is the service caring?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection on the 14 July 2014. After that inspection we received concerns in relation to safe care and treatment and the dignity and respect of people. As a result we undertook a focused inspection on the 15 July 2015 to look into those concerns. Breaches of legal requirements were found.

This report covers our findings in relation to this. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Collingwood Grange Care Centre on our website at www.cqc.org.uk.

There was a registered manager 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.

People's call bells were not being responded to in a timely way. We found that at times people were waiting a considerable time before staff responded to people's call bells. We read from a staff meeting in April 2015 that staff had been reminded to answer calls within a reasonable time.

We were able to access the service without a member of staff being aware due to the code to the door being given to visitors.

Summary of findings

People's dignity was not always maintained. Where one person was receiving personal care staff had not ensured that the bathroom door was kept closed.

People were not being given the option of when they wanted to get up. People were being woken by staff early in the morning to provide personal care.

We found breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

You can see what action we told the provider to take at the back of the full version of the report.

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 not always safe.

People's call bells were not being answered in a timely way.

The service had not ensured that the premises were secure as the key code to the door had been given to visitors.

Requires improvement



Is the service caring?

The service was not always caring.

People were not always given the choice of when they wanted to get up.

People's dignity was not always respected.

Requires improvement



Tadworth Grove Residential and Nursing Home

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Tadworth Grove on the 15 July 2015 at 06.00. This inspection was undertaken because we had concerns about the safe care and treatment of people and the dignity and respect for people living at the service.

The team inspected the service against three questions we ask about services: is the service safe and is the service caring.

The inspection was undertaken by three inspectors and was an early morning inspection. During our inspection we spoke with the registered manager and 17 members of staff. We looked at care plans, minutes of staff meetings and call bell records. We observed some care being provided during the inspection particularly around the morning routine.

Prior to the inspection we reviewed the information we had about the service. This included information sent to us by the provider, about the staff and the people who used the service.

Is the service safe?

Our findings

People's call bells were not being responded to in a timely way. Concerns were raised that at times people had to wait long periods in their rooms before they received assistance from staff. We read from a staff meeting in April 2015 that staff had been reminded to answer calls within a reasonable time. As this was an early morning inspection most people were asleep when we arrived. However we looked at the call bell records for a period of nine days prior to our visit. On at least 34 occasions the call bell was not responded to within ten minutes. On 14 occasions the call bell was not responded to within 20 minutes and on six occasions the call bell was not responded to within 30 minutes. On two occasions it was more than an hour before the call bell was responded to.

We accessed the service without a member of staff being aware. When we arrived we found the front door was locked. There was a key pad code on the outside.. We were given access to this by someone making a delivery.

We raised the concern over security with the registered manager arrived who told us that they were not aware the code to the front door had been given to other people. He said he would address this straight away.

People not always getting help when they requested it and insufficient security at the service is a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Is the service caring?

Our findings

People were not always treated with respect or dignity. We observed instances where people's dignity was not maintained. For example, one person was having a shower and the door to the shower had been left open by a member of staff. This left the person completely exposed until we asked the member of staff twice to close the door. We spoke to the registered manager about this who said they would address this with staff.

When we arrived at the service we found that there were some people awake, washed and dressed. In the unit where there were people living with dementia we saw that two people were dressed and sitting in their chairs asleep. We saw that the lights had been turned on in another two people's rooms however the people were asleep in their beds. We asked staff about this who said that these people must have got out of bed and turned the lights on and gone back to bed. There was nothing in the care plans for these people that suggested this type of behaviour. Night staff told us that they were expected to get three people up, washed and dressed before the day staff came on duty.

One member of staff told us that 06.00 was a reasonable time to start getting people up and that if they knew they had six to seven hours sleep then this was enough. Other staff told us that they wouldn't wake people up to get them washed and dressed.

We read from the records that one member of staff had already selected which three people they were going to get up, of these three people we saw that two were still sleeping. We were told by a member of staff that they were going to wake the other two people up. One member of staff told us, "There is a lot of bad practice, people are up and dressed early and fall asleep in their chairs with no breakfast until 08.30."

We spoke to the registered manager who said there would be an expectation that if people were awake then the night staff would offer to get them washed and dressed. However they told us they would not expect staff to wake people up to do this.

People not being given the option of when they wanted to get up is breach of Regulation 10 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity

Accommodation for persons who require nursing or personal care

Treatment of disease, disorder or injury

Regulation

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

Care and treatment was not always provided in a safe way for people using the service.

Regulated activity

Accommodation for persons who require nursing or personal care

Treatment of disease, disorder or injury

Regulation

Regulation 10 HSCA (RA) Regulations 2014 Dignity and respect

People were not always treated with dignity and respect in relation to decisions about their care.