

St Mary's Care Home Limited

St Mary's Nursing Home

Inspection report

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13 April 2017

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced focused inspection of this service on 08 and 09 December 2016 and found breaches of legal requirements because the systems used for monitoring the quality and safety of the service, including the system of identifying risks when recruiting new staff were not always effective. We took enforcement action and served warning notices on the registered provider in respect of breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We undertook this focused inspection, on 13 April 2017, to check that the provider met our legal requirements. This report only covers our findings in relation to the key question well led and breaches identified in the warning notice. We will follow up on the other breaches of legal requirements in relation to medicines management at a later date. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'St Mary's Nursing Home' on our website at www.cqc.org.uk.

St Mary's Nursing Home provides nursing and personal care for up to 20 people. At the time of our inspection 13 people were using the service.

At this inspection, we found that action had been taken to improve the quality monitoring of the service in that audits undertaken in respect of care records, health and safety and recruitment of new staff were operating effectively.

However, the ratings for the key question well led at this inspection remain 'Requires Improvement' at this time as systems and processes that have been implemented have not been operational for a sufficient amount of time for us to be sure of consistent and sustained good practice.

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?

Improvements had been made in well-led.

There were systems in place to monitor the quality and safety of the service. Internal audits were carried out to ensure that there was a system in place to identify any shortfalls.□

The rating for this key question at this inspection remains 'Requires Improvement' at this time as systems and processes that have been implemented have not been operational for a sufficient amount of time for us to be sure of consistent and sustained good practice.

Requires Improvement ●

St Mary's Nursing 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 inspection was planned to check whether the 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.

We undertook this unannounced focused inspection of St Mary's Nursing Home on 13 April 2017. This inspection was carried out to check that the provider had complied with the enforcement action taken to meet legal requirements in respect of quality monitoring after our comprehensive inspection on 08 and 09 December 2016. We inspected the service against part of one of the five questions we ask about services: is the service well led. This is because the service was not meeting legal requirements in relation to parts of this question at the last inspection.

At the time of this inspection the home was providing care and support to 13 people. The inspection was undertaken by one inspector. Before the inspection, we reviewed the information we held about the home. We spoke with the registered manager and one member of staff. We reviewed records, including the care records of six people using the service and the recruitment files and training records for six members of staff. We also looked at quality audits.

Is the service well-led?

Our findings

At the last inspection on 08 and 09 December 2016 we had found breaches of regulations as the provider did not have effective systems in place to assess, monitor and improve the quality and safety of the service and improvement was needed. This included audits undertaken in respect of care records and health and safety. The issues were in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities Regulations 2014). We took enforcement action and served a warning notice on the provider requiring them to meet the regulation by 16 January 2017.

At this inspection, 13 April 2017, we found that the provider had made improvements and had effective systems in place to assess, monitor, identify shortfalls and improve the quality and safety of the service that people received.

We looked at six care files and saw that care plan audits were undertaken monthly. These had not highlighted any issues since our last inspection. We also looked at the service's quality review audit report for April 2017. The report identified that one person using the service was no longer fully mobile. We saw that this person's care plan and risk assessment had been updated to reflect this change and staff were provided with guidance on how to support the person safely. For example, to ensure the person mobilised with their walking frame and they wore appropriate footwear. The six care files we reviewed also contained up to date personal emergency evacuation plans (PEEPs). These plans recorded the level of support each person would need to evacuate the building safely.

We saw that monthly audits were carried out to ensure, where people used bedrails, bedrail protectors were in place on both sides of beds and they were maintained in good condition. There had not been any shortfalls identified since our last inspection.

Records confirmed that regular weekly checks were carried out to ensure window restrictors were in place and in working order to prevent windows from fully opening. This reduced the risk of people falling from windows.

We also saw that quarterly review audits of staff files were being undertaken.. No shortfalls had been identified since our last inspection. We checked six staff files and found these included completed application forms, references, proof of identity and up to date criminal record checks undertaken for each staff member.

We found that the provider had addressed the breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and were compliant with the warning notice we served. However, the rating for this key question at this inspection remains 'Requires Improvement' at this time as systems and processes that have been implemented have not been operational for a sufficient amount of time for us to be sure of consistent and sustained good practice.

