

Sanctuary Home Care Limited

Shaftesbury Court (Manor Close)

Inspection report

Manor Close
Trowbridge
Wiltshire
BA14 9HN

Tel: 01225760228

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03 March 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

At the comprehensive inspection of this service in August 2015, overall the rating was good. However the safe use of bed and grab rails had not been documented and the home had not been maintained to ensure a safe environment. We issued a requirement notice to ensure the provider made improvements. Shortly after the inspection the provider wrote to us detailing how the identified shortfalls were to be addressed.

We carried out this unannounced focused inspection on 3 March 2017 to check the provider had followed their plan; and to confirm that they now met legal requirements. We found that action had been taken to improve the safety of people who use the service. Care plans and risk assessments included detailed information and guidance for people and staff to follow regarding the safe use of grab and bed rails. The home had undergone redecoration and refurbishments.

This report only covers our findings in relation to that requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (location's name) on our website at www.cqc.org.uk.

Shaftesbury Court (Manor Close) provides accommodation (without nursing) and personal care for up to 19 adults, some of whom have learning disabilities, autism and physical disabilities. The accommodation for people is on single story level and comprises of a large communal area and four 'wings' each with four bedrooms, shared bathroom and kitchen area and a bungalow for up to four people. The service is also registered to provide personal care to people living in their own homes.

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 that action had been taken to improve safety in regards to using bed and grab rails safely.

We could not improve the rating for safety 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 ●

Shaftesbury Court (Manor Close)

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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

This inspection was completed to check that improvements to meet legal requirement planned by the provider after our comprehensive inspection on 10 August 2015 had been made. We inspected the service against part of one of the five questions we ask about a service; is the service safe?

This is because the service was not meeting legal requirements in relation to that question and we issued a requirement notice following the comprehensive inspection.

The inspection was undertaken by one inspector. Before our inspection we reviewed the information we held about the home. This included the provider's action plan, which set out the action they would take to meet legal requirements. During our inspection we toured the home, looked at people's care plans, assessments of risk and records of quality monitoring checks. We spoke with the registered manager and shortly after the inspection spoke with a member of staff.

Is the service safe?

Our findings

At the last comprehensive inspection on 10 August 2015, we identified the service was not meeting Regulation 12(2)(a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the safe use of bed rails had not been documented. This presented a risk of inconsistent or unsafe care.

At this inspection, we saw the provider had followed their action plan and improvements had been made. This meant the service had addressed all of the concerns raised at the last inspection. Care plans and risk assessments showed clear guidelines regarding the safe use of grab and bed rails. The individual's they related to had signed to show they agreed to their usage.

Staff described the checks they made to equipment before it was used to ensure it was in working order. We saw cleaning records of equipment such as wheelchairs, hoists and commodes. Staff explained they completed checklists at the end of each shift, and the senior managers carried out audits. This meant all equipment was cleaned regularly. The registered manager explained they carried out quarterly audits to ensure the checks had been completed and said any shortfalls would be discussed with the member of staff.

The home had undergone refurbishment since the last inspection had identified some parts of the home had not been maintained sufficiently to provide a safe environment for people. Flooring had been replaced and the communal areas of the home had been redecorated. Windows and doors had been replaced, one person told us "they close properly now and lock." Kitchen surfaces and skirting boards had been replaced. Staff said "it looks much better and is easier to keep clean."