

Greta Cottage Limited

Greta Cottage

Inspection report

Greta Cottage
Greta Street
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Ratings

Is the service caring?

Overall summary

We carried out a comprehensive inspection of this service on 12 January and 12 February 2015. At this inspection a breach of legal requirements was found. The registered provider had failed to take proper steps to ensure that each service user was protected against the risks of receiving care or treatment that was inappropriate or safe. Staff failed to use safe moving and handling techniques when moving one person who used the service. The registered provider wrote to us telling us what action they would be taking in relation to the breach. As a result we undertook a focussed inspection on 14 July 2015 to follow up on whether action had been taken in relation to the breach.

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

Greta Cottage provides care and accommodation for a maximum number of 29 older people and / or older people with dementia. Greta Cottage is a converted Victorian house in a residential area of Saltburn by the Sea. Accommodation is provided over two floors.

The home had a registered manager in place. 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.

At this focussed inspection on 14 July 2015 we found that the registered provider had followed their plan and legal requirements had been met.

After the comprehensive inspection the registered manager held a staff meeting to discuss moving and handling of people who used the service. Staff were informed that people who used the service must not be manually lifted and for any person who was unable to weight bear then the hoist must be used. All care staff attended training in moving and handling and had supervision with senior staff. Supervision is a process, usually a meeting, by which an organisation provide guidance and support to staff.

Summary of findings

The registered manager and co-manager had assessed people who used the service and purchased new hoist slings and handling belts. The hoist slings and belts were stored in the main entrance and lounge so that staff

could easily access them. Moving and handling assessment /care plans had been and updated, however these required further development to provide step by step instructions on how to move people.

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 caring?

The service was caring.

People were supported by caring staff. Staff encouraged and supported those people who were able to mobilise independently. For those people more dependent staff followed safe handling techniques which helped to ensure people's wellbeing and safety.

Greta Cottage

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 checked 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.

The first, a comprehensive inspection of all aspects of the service, was undertaken on 12 January and 12 February 2015. This inspection identified breaches of regulations. The second was made on 14 July 2015, and focused on following up on action taken in relation to the breaches of legal requirements we found on 12 January and 12 February 2015. You can find full information about our findings in the detailed findings sections of this report.'

The inspection team consisted of one adult social care inspector.

We inspected the service against one of the five questions we ask about the service: Is the service caring. Before the inspection we reviewed all the information we held about the service. During the inspection we spoke with five people who used the service. We also spoke with the registered manager, co-manager, a domestic and a care assistant.

During the inspection we reviewed a range of records. This included four people's care records, staff training and supervision records and staff meeting notes. We sat in a communal area so that we could observe staff moving people who used the service.

Is the service caring?

Our findings

People who used the service told us that they were happy with the care and service provided. One person said, “You can’t beat happiness and I am happy.” Another person said, “It’s really nice here and staff are kind.”

The registered manager told us that after the comprehensive inspection in January and February 2015 they had worked extremely hard to ensure that staff followed safe moving and handling techniques. The registered manager and co-manager had met with staff on 27 February 2015 to discuss moving and handling. Staff were informed that people who used the service must not be manually lifted and for any person who was unable to weight bear then the hoist must be used. We saw records to confirm that this meeting had taken place.

The registered manager told us that all care staff had attended moving and handling refresher training. Staff we spoke with during the inspection confirmed this to be the case. All care staff had received supervision with senior staff. During this supervision discussion had taken place about safe moving and handling and whistleblowing. The registered manager told us that they wanted to be sure that staff would be confident in reporting anything they may be concerned about. Supervision is a process, usually a meeting, by which an organisation provide guidance and support to staff.

The registered manager told us that they had assessed people who used the service and purchased new hoist slings and handling belts. They told us that all hoist slings

and handling belts were stored in the main entrance area and in the lounge so that they could be accessed easily by staff. We saw that there was a plentiful supply of hoist slings and handling belts.

The registered manager said that they and the co-manager had been observing staff with moving and handling to ensure that safe practice was followed. They also said that they had undertaken unannounced visits early morning to observe night staff. We saw records to confirm that staff had been observed with their moving and handling techniques. During the inspection we sat in the main lounge area and observed staff with moving and handling of people who used the service. Staff encouraged and supported those people who were able to mobilise and for others we saw that safe moving and handling techniques were followed.

Staff we spoke with during the inspection told us that there had been lots of improvement with moving and handling since the last comprehensive inspection of the service. One staff member said, “We are much better at moving and handling since the last inspection.”

The registered manager told us that moving and handling assessments had been updated. We looked at the care files of four people who used the service and saw that these had been updated to inform staff to use the hoist. However these did not describe the procedure to follow [step by step instructions] on how to do this. The registered manager said that these would be updated to reflect each person’s needs.