

Four Seasons (Bamford) Limited

Laburnum Court Care

Home

Inspection report

8 Priory Grove
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Salford
Greater Manchester
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Tel: 01617080171

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16 June 2016

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

This unannounced focused inspection was undertaken on the 16 June 2016.

Laburnum Court provides nursing and personal care. It is one of 43 locations registered under the provider, Four Seasons (Bamford) Limited. The home has a dedicated unit for dementia care on the ground floor called 'The Lowry.' On the first floor the service has a nursing and personal care unit, which is called 'The Priory.' The home is situated in a residential area of Salford.

There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider.

As part of this focused inspection we checked to see that improvements had been implemented by the service in order to meet legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Laburnum Court Care Home on our website at www.cqc.org.uk.

At our last two inspections, on 03 November 2015 and 14 March 2016, we found that the provider had failed to maintain accurate and complete contemporaneous records for people who used the service. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, in relation to good governance. As a result we issued a warning notice, which told the provider they must take action to improve record keeping at the home. During this inspection, we found the home was now meeting the requirements of regulations in respect of record keeping.

As part of this inspection we looked at six care files of people who had used the service. Care records provided guidance to staff about people's care and treatments needs. We found that records were now up to date and accurate. A 'My choices Booklet,' which provided detailed person centred information about the individual who used the service, were now complete. Written consent had now been obtained from people who used their service or their representatives. Where consent had not been obtained, the home had documented efforts made to contact relatives or representatives to obtain the appropriate consent. We found accurate records of weights were recorded, which were reviewed by the service on a weekly and monthly basis.

In advance of our inspection we also received information of concern about the way the service managed complaints. We looked at the service policy and the home's record of complaints received and action taken to address concerns. We found two instances, where complaints had not been dealt with in line with the home's policy. On the whole, we found complaints were dealt with in line with the home's policy and in a timely manner.

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?

We found the home now maintained accurate and complete contemporaneous records for people who used the service.

On the on the whole, complaints were dealt with in line with policy and in a timely manor.

We could not improve the rating for 'well-led' from requires improvement at this time, because to do so required evidence of consistent good practice over time. We also only looked at aspects relating to the breach of regulations and concerns raised, rather than looking at the whole question relating to 'well-led.' We will review this during our next planned comprehensive inspection.

Requires Improvement ●

Laburnum Court Care 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 an unannounced focused inspection at Laburnum Court Care Home on the 16 June 2016. This inspection was undertaken to ensure that improvements that were required to meet legal requirements had been implemented by the service following our last inspection on 14 March 2016.

The inspection was undertaken by one adult social care inspector. Before the inspection, we reviewed all the information we held about the home. We reviewed statutory notifications and safeguarding referrals.

We also reviewed the action taken by the provider following our previous inspection, who wrote to us explaining what action the service had taken to meet legal requirements. During the inspection we spoke with the regional manager, the registered manager and the deputy manager for the service.

As part of our visit, we observed care and treatment being delivered in communal areas that included lounges and dining areas. We also looked in people's bedrooms and reviewed people's care records.

Is the service well-led?

Our findings

At our last two inspections, on 03 November 2015 and 14 March 2016, we found that the provider had failed to maintain accurate and complete contemporaneous records for people who used the service. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, in relation to good governance. As a result we issued a warning notice, which told the provider they must take action to improve record keeping at the home. During this inspection, we found the home was now meeting the requirements of regulations in respect of record keeping.

As part of this inspection we looked at six care files of people who had used the service. Care records provided guidance to staff about people's care and treatments needs. We found that records were now up to date and accurate. Care files contained details of people's individual needs and included medication, mobility, nutritional, behavioural, skin integrity, personal hygiene and dressing. We saw evidence that care plans were regularly reviewed by the service.

A 'My choices Booklet,' which provided detailed person centred information about the individual who used the service, were now complete. Written consent had now been obtained from people who used their service or their representatives. Where consent had not been obtained, the home had documented efforts made to contact relatives or representatives to obtain the appropriate consent. We found accurate records of weights were recorded, which were reviewed by the service on a weekly and monthly basis.

In advance of our inspection we also received information of concern about the way the service managed complaints. We looked at the service policy and the home's record of complaints received and action taken to address concerns. We found two instances, where complaints had not been dealt with in line with the home's policy. We spoke to the regional manager, who acknowledged these failures, but was also as able to demonstrate that they were now individually dealing with the concerns raised. On the whole, we found complaints were dealt with in line with the home's policy and in a timely manor.