

SVP Health Care Limited

The Old Vicarage Care Home

Inspection report

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Ratings

Is the service well-led?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 17 and 30 March 2015. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) regulations 2010 – good governance.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met 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 The Old Vicarage Care Home on our website at www.cqc.org.uk.

The Old Vicarage provides accommodation and personal care for up to 36 older people, some of whom are living with dementia. There were 24 people accommodated at the home and receiving care at the time of our inspection.

We checked governance arrangements and found improvements had been made. A quality assurance system had been implemented which consisted of a range of audits to monitor the quality of the service provided.

However, a registered manager was not in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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. The current manager of the service told us they had started the application process to become registered manager, but had not completed it as yet. We asked the provider for written confirmation of the steps they were taking to ensure they met the condition of their registration, to have a registered manager in place.

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 well-led?

We found that action had been taken to improve the governance of the service. A quality assurance system had been put into place to monitor the quality of the service provided.

However, the home had not had a registered manager since May 2015. A new manager had been in post since August 2015 but had not yet registered with CQC. People, their relatives and staff spoke highly of the new manager.

Records we reviewed were dated and contained clear information, however the manager was unable to find records relating to staff supervisions carried out two months before our visit.

We could not improve the rating for well-led 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



The Old Vicarage Care Home

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of The Old Vicarage Care Home on 3 September 2015. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 17 and 30 March 2015 had been made. We inspected the service against one of the five questions we ask about services: Is the service well-led? This is because the provider was not meeting one legal requirement in relation to good governance.

The inspection was undertaken by one inspector.

We spoke with three people and two relatives to discuss their views on the service. The acting manager assisted us with the inspection, and we spoke with three care workers. We also consulted with a contracts officer from the local authority.

We checked two people's care records and a range of records relating to managing the service such as accident records, daily communication records, staffing rotas, audits, staff appraisal records, staff meeting minutes and satisfaction surveys. Prior to carrying out the inspection, we reviewed all the information we held about the service.

Is the service well-led?

Our findings

At our last inspection, we found that the service was in breach of the regulation which related to good governance. We found the provider did not have adequate systems in place to assess, monitor and improve the quality and safety of the services provided. At this inspection, we found improvements had been made.

Since our last inspection in March 2015, there had been a number of changes in the management of the home. The registered manager had resigned in May 2015, and since that time, three other staff members had taken up the post of acting manager. The current acting manager had previously worked as the business manager for the provider. She had started working as acting manager in August 2015. She had not yet applied to become the registered manager of the home, but told us she would be completing her application form imminently. We sent the provider a letter asking them to provide assurances that steps were being taken to ensure that the condition of their registration, to have a registered manager in place, was met.

The acting manager had not worked in a management role within a care organisation before. She told us however, she had 18 years of experience in general management and had achieved a level four qualification in accounts management. She had recently been accepted to work towards a level five diploma in leadership in health and social care. She told us that whilst she had limited experience within a care organisation, she had a very good support network. She was supported by a deputy manager and six senior care workers. She told us in addition to working towards the health and social care diploma, she was in the process of undertaking both formal training and informal learning about caring for people. She told us she had recently met with registered managers from three other care homes, and had visited their homes to discuss the management of the service and to share good practice.

People who used the service and the relatives we spoke with told us the acting manager was a visible presence in the home and very approachable. One person said, "The new manager seems good. She's here all of the time and seems to know what she is doing." A relative told us, "It's been very up and down the last few months, as there have

been that many new managers. The current one seems alright. I've seen her round the home every time I've visited which is reassuring. I have no complaints or concerns with her. Hopefully she'll stay and it'll settle down."

Staff spoke highly of the acting manager, one staff member said, "She's improving the home. She's making sure the care files are up to date, employing more staff so the hours we're expected to do have reduced and she seems to listen to us. She's done really well since she's been the manager." Another staff member said, "It's much better here now, it's more organised."

We saw a new system had been implemented to monitor and improve standards within the home. Audits were carried out on a range of areas, so the manager could check standards and identify any areas for improvements. Audits had focussed on home administration, catering, housekeeping, laundry, care records, medicines and maintenance. For example, the catering audit checked that temperatures of fridges had been recorded, and that food was stored and labelled correctly. The medicines audit included a stock check and review of medicines administration records and medicines care plans to ensure they had been fully completed and included information about how people received their medicines.

Audits had been carried out on a monthly basis. We saw where areas for improvement had been identified; the manager had noted what actions needed to be taken. For example, the maintenance audit highlighted the paintwork in one person's bedroom was chipped. An action plan detailed that this room should be repainted and the date maintenance staff had been asked to carry out this work. We discussed with the manager how she monitored that work had been carried out, since the action plans did not include this information. She acknowledged she needed to improve the action plan form to ensure that this level of detail was included.

The manager told us the provider visited the home at least twice a week and fed back their views on the quality of the service in an informal way during these visits. The manager told us she was in the process of creating a way of recording this feedback to enable the provider to assess and monitor the quality of the service more formally.

People and their relatives had been asked their opinion on the service they received. Satisfaction surveys had been sent out in June 2015. People had been asked their opinion

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on the care they received and the management of the home. Feedback was generally positive, but we saw some responses stated they would like more choice with the food on offer in the home. The manager told us that following receiving these responses, a meeting was held with people who used the service to discuss a new menu. The manager also told us that due to the changes in the management of the home, they planned on sending another satisfaction survey out in September 2015 to give people adequate opportunities to express their feedback. She showed us the new satisfaction survey templates. A scoring system had been introduced, which the manager told us would make it easier to analyse the information and track satisfaction over time to ensure improvements were made.

Staff were consulted about the way the home was managed and their views on how it was operated along with any improvements they would like to make had been requested through regular staff meetings.

During our inspection we saw that records were adequately kept, with dates of completion and a good level of detail recorded. Records were stored securely. However, whilst the manager was able to provide us with the majority of the information that we asked for, she was unable to locate records for supervision sessions which we were told had been held two months before our visit. The manager explained that these records had been filed by the previous acting manager, and whilst she was aware they had been carried out, she was unable to provide us with the records for us to view. The manager told us that since she had been in post, she had reorganised the filing system to ensure that records were stored appropriately and easy to locate.