

Embrace (England) Limited

Thornbury Care Centre

Inspection report

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Ratings

Overall rating for this service

Is the service effective?

Overall summary

We carried out an unannounced comprehensive inspection of this service on 17 and 21 November 2014. A continuing breach of legal requirements was found because staff were still not receiving regular supervision. Following this inspection we took enforcement action and issued a warning notice telling the provider to meet regulation 23 by 28 February 2015.

We undertook this focused inspection to confirm the provider now met the 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 Thornbury Care Centre on our website at www.cqc.org.uk.

We found the provider had met the assurances they had given in their action plan and were no longer in breach of the regulations. We found from viewing staff records that staff were now receiving regular supervision every two months, in line with the provider's policy and procedures. We found that the provider had used supervision as an opportunity to discuss areas for further learning and development, such as training and formal qualifications.

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 effective?

Staff were now receiving regular supervision every two months. The provider had used supervision as an opportunity to discuss areas for further learning and development.

We could not improve the rating for: is the service effective; from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Thornbury Care Centre

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 of Thornbury Care Centre on 18 May 2015. This inspection was

done to check that improvements to meet legal requirements planned by the provider had been made after our comprehensive inspection on 17 and 21 November 2014. We inspected the service against one of the five questions we ask about services: Is the service effective? This is because the service was not meeting some legal requirements.

The inspection was undertaken by an adult social care inspector. During our inspection we spoke with the registered manager and looked at supervision records for all staff.

Is the service effective?

Our findings

We carried out an unannounced comprehensive inspection of this service in November 2014. We found a continuing breach of legal requirements because staff were still not receiving regular supervision. Supervision is important so staff have an opportunity to discuss the support, training and development they need to fulfil their caring role. Following this inspection we took enforcement action and issued a warning notice telling the provider to meet regulation 23 by 28 February 2015.

We found the provider was now meeting the regulations. The provider's 'Supervision of Staff Policy' 2014 stated supervision should be carried out at regular intervals, at least every 4 – 6 weeks. We viewed the 'staff supervision

and appraisals 2015' matrix. This confirmed all 42 staff listed on the matrix had received supervision every two months. This meant staff were now receiving supervision in line with the provider's procedures.

We checked five staff files so that we could cross-reference individual staff records with the staff supervision matrix. We found these were consistent and all supervision records were in place. We found the provider had used supervision as an opportunity to raise staff awareness of important issues. For example, topics covered during supervision included company values. We saw that supervision records contained evidence staff had spent time with their manager discussing their role and identifying areas for learning and development. For example, staff had identified additional training they would like to work towards, such as end of life care and formal qualifications.