

Rosebery House Limited

Rosebery House

Inspection report

1 Rosebery Avenue
Harpenden
Hertfordshire
AL5 2QT

Date of inspection visit:
13 December 2017

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12 January 2018

Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

Rosebery House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. They are registered to provide accommodation for up to fourteen people for older people including people with dementia. At the time of our inspection there were twelve people using the service.

At the last inspection on 16 October 2015 we rated the service Good. At this inspection, we found that the service remained Good.

There was a registered manager 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.

People told us they felt safe living at Rosebery House. Staff knew how to report concerns and keep people safe.

Staff received training and support that enabled them to carry out their roles effectively. Risk to people`s wellbeing were identified and managed safely

People`s medicines were managed safely by staff who had their competencies assessed.

People had choices about the food they ate. Staff met people's nutritional needs.

There were enough staff employed by the provider to meet people`s needs effectively.

People were involved in planning their care and support .People had opportunities to pursue their hobbies, interest and socialise at the home and in the community.

People`s feedback about the service they received was regularly sought and people felt listened to by staff and the provider..

People and staff were positive about the management of the service. The provider had systems to ensure the quality of the service was monitored and improved.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service remains good.

Good ●

Is the service effective?

The service remains good.

Good ●

Is the service caring?

The service remains good.

Good ●

Is the service responsive?

The service remains good.

Good ●

Is the service well-led?

The service remains good.

Good ●

Rosebery House

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.

This inspection took place on 13 December 2017 and was unannounced. The inspection was undertaken by one inspector.

Before the inspection the provider completed a Provider Information Return [PIR]. This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We received the completed document prior to our visit and reviewed the content to help focus our planning and determine what areas we needed to look at during our inspection. We also reviewed other information we held about the service including statutory notifications. Statutory notifications include information about important events which the provider is required to send us.

During the inspection we spoke with four people who lived at the home, three staff, the chef, office and care managers and the provider. We reviewed care records relating to two people who used the service and other documents central to people's health and well-being. These included staff training records, medication records and quality audits. We also reviewed three staff employment files.

Is the service safe?

Our findings

People told us they felt safe living at Rosebery House. One person said, "I feel safe here, because I just do." Another person commented, "Oh yes I feel safe, absolutely. Staff are always around." Staff who supported people demonstrated they understood how to recognise and report any concerns. Staff we spoke with knew how to escalate concerns if required.

Records demonstrated identified risks to people had comprehensive control measures in place to reduce these risks. For example, Staff monitored people's weight routinely. When required staff monitored nutritional needs daily on a food and fluid chart. Rosebery House is a 'First Food 'care home. Food First' is an approach to treating poor dietary intake and unintentional weight loss using every day nourishing foods and drinks to support peoples nutritional requirements. We found one person who needed support with their nutritional requirements had started to gain weight.

People told us and we observed that there were enough staff to meet their needs. One person said, "They [staff] have time to talk to me, they look after me." Another person said, "Staff regularly check on me to make sure I'm ok." The staffing level was under continuous review by the provider to ensure enough staff to meet people's needs. The provider demonstrated they used more staff than was required to meet people's needs. The Provider said, "I want the residents to have as much time as they need not to be rushed. I want the staff to feel supported."

We found safe and effective recruitment practices in place to make sure that all staff were of good character, physically and mentally fit for the role.

We found appropriate arrangements in place for obtaining, recording, administering and disposing of prescribed medicines. Medicines were stored securely and at the correct temperature. Regular checks completed to ensure medicines administered correctly. Staff completed Medication Administration Records (MARs) correctly, showing people received their medication as and when required.

Is the service effective?

Our findings

We observed staff supporting people they clearly knew well. One person said, "Staff are so nice, nothing is too much trouble." Another commented, "The staff look after me they are helpful; if you want help they give it to you." One staff member said, "We are in tune with our resident's needs; we know our residents."

Staff told us that they had the training and support they needed to carry out their role effectively. Records we looked at demonstrated that staff received appropriate training, supervision and appraisals. Staff confirmed they were encouraged to develop. One staff said, "I have supervisions, they ask me if I am ok. We do training on regular basis lots of training; I have completed my national vocational qualification level two (NVQ).

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the Mental Capacity Act (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). People using the service had their capacity to make decisions and consent to their care assessed appropriately under the MCA. DoLS applications where appropriate had been made to the local authority. Staff we spoke with understood the MCA and we observed people continually offered choice throughout the inspection. One staff member said, "Choice is very important because If you did what you wanted it would not be fair for them; they wouldn't be happy. It is about them; it is their home.

People told us the food at Rosebery House was good. We saw menus were in place and staff offered people food choices. One person said, "The food is very good. If we don't like something, they [staff] will give you something else. They give you a choice." Another commented it's my birthday and the chef is going to bake me a cake and cook my favourite meal. "The chef had systems in place that ensured people's dietary requirements and needs were supported.

People who lived at Rosebery house had access to health professionals such as GP's and district nurses. Records demonstrated that staff were proactive in obtaining advice or support from health professionals when they had concerns about a person's wellbeing.

Is the service caring?

Our findings

People told us and we observed that staff were kind and caring. One person said, "It's lovely living here. Staff are very kind I feel comfortable when they help me." Another person commented, "It's fine living here no problem. It's just like home; I'm being looked after."

We observed throughout the inspection good staff interaction. For example, staff reassured people and took time to engage them in conversation. People were involved in making decisions about their care. Not all people were able to confirm that they had taken part in a care plan review. However most people confirmed staff asked them what they wanted and asked questions about their care. Records demonstrated people and their families where appropriate were involved in decisions around their care.

Staff confirmed they promoted people's dignity and independence. One staff member said, "I knock on people's doors even if they are open and I explain to people what I am doing." The staff member explained how they promoted people's dignity and encouraged people to be independent by supporting people to do what they could for themselves.

Is the service responsive?

Our findings

People told us that staff knew them well and were there when they needed them. One person said, "I can't use my buzzer [call bell] very well. Never had a problem, staff regularly check I'm ok." We observed and people confirmed staff answered call bells in a timely way. One person commented, "Nothing is too much trouble."

People's care records were person centred and contained personalised information about them, such as their hobbies, interests and preferences. This information enabled staff to support people to engage in meaningful activities they enjoyed. On arrival at Rosebery House, people completed a social and leisure activities form to record how they like to spend their time.

During our inspection, a choir visited to sing carols with people who lived at Rosebery House. We saw staff and the provider supporting people to sing carols. One person commented, "The choir was excellent." People told us that the activities were good. One person said, "We go out for trips, we have dancers come dance. You can do arts and crafts and jigsaw puzzles." We saw photos of many events including a visiting farm and people had been involved with hatching chickens, ducks and butterflies. Staff supported people to access the community to pursue their interests. The provider told us we had a paddling pool in the garden and the residents would follow the ducks out to the paddling pool to watch them swim.

People were supported to feedback their views about the service and were encouraged to do so. We saw records of resident meetings that discussed different subjects and listened to people's feedback. For example, one resident meeting we looked at contained the outcomes from resident's questionnaires. One person had not been sure what to do in the event of a fire. It was noted that staff had now discussed this with the person to ensure they understood what would happen.

People told us they felt listened to. The provider told us that staff listened to people on a daily basis and supported people to understand how to raise any concerns. One person said, "I would talk to staff if I had a problem but I have no problems."

Is the service well-led?

Our findings

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.

The provider who is also the registered manager promoted a positive, transparent and inclusive culture within the service. They actively sought the feedback of people using the service, staff and external health professionals. Information gathered from staff and people helped to improve the service. For example, food menus being changed and areas of the home being redecorated.

The service had links with the community in the local area. The provider regularly attended forums from the local authority. The provider told us they felt this was a positive opportunity to discuss best practice. The provider attended other organised meetings, such as meetings about nutrition and medication. They also attended recently training for falls and risk assessment. The provider ensured they kept up with best practice by accessing relevant web sites such as the care quality commission's web site. The provider felt supported by the office and care managers who communicated on a daily basis.

The provider and managers carried out a regular programme of audits to assess the quality of the service, we saw that these were capable of identifying shortfalls. Records demonstrated that where shortfalls were identified these were acted upon promptly. The provider confirmed that they encourage staff to provide their opinion and use their initiative to suggest improvements in care, procedures or policies. There was an open door policy for staff to share their opinion or concerns and discuss their work daily.

Staff understood their roles and received support with supervisions, training and meetings. One staff member said, "I completed the care certificate. I really love it here." They also commented, "We have enough staff good team work we are like a little family; we communicate well and support each other. I feel comfortable to approach any of the managers."