

GGs Care Home Limited

Thornton Lodge Care Home

Inspection report

67 Broom Lane
Salford
Greater Manchester
M7 4FF

Tel: 01617922020

Date of inspection visit:
31 March 2016

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20 April 2016

Ratings

Overall rating for this service

Requires Improvement ●

Is the service responsive?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 01 December 2015. During that inspection we found one breach of Regulations under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. After that inspection, the provider wrote to us to tell us what action they had taken to meet legal requirements in relation to the breach of regulation.

Thornton Lodge Care Home provides 24 hour nursing and or personal care for up to 36 older people, including care for people living with dementia. It is close to local amenities with good access to public transport and motorway networks.

At the time of our visit, there was no registered manager in place, though the current manager had been in post since April 2015. Their application to register with Care Quality Commission (CQC) was currently being processed. A registered manager is a person who has registered with the 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.

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 Thornton Lodge Care Home on our website at www.cqc.org.uk.

During our last inspection, we found the service had failed to maintain accurate, complete and contemporaneous records for people who used the service. This was a breach of Regulation 17 Health and Social Care Act 2008 (Regulated Activities) Regulation 2014 (Part 3), good governance.

During this inspection we found the service was able to demonstrate they were meeting the requirements of regulations. We looked at a sample of five care files and found that on the whole, records were accurate and complete. We found care plans accurately reflected people's current needs.

We found issues that had been recorded in the daily diary such as referrals to other health care professionals were suitably transferred and recorded in people's individual care files, together with the reason for the referral. During our visit we found where challenging behaviour had been assessed, suitable care plans, risk assessments and monitoring records were now in place. Where checks such as weight monitoring was required, records we looked at were accurate and up to date.

The manager explained the service was in the process of introducing a new electronic records system and that records were currently being transferred and updated. It was anticipated that the process would be completed within the next four weeks. We were shown how the service intended to fully utilise the system throughout the home by the manager, who told us that computer terminals would be located in both the

nursing and residential unit for staff to use.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

On the whole, we found the provider was now meeting the requirements of the regulation and maintained accurate, complete and contemporaneous records of people who used the service.

The home was introducing a new electronic records system and records were currently being transferred and updated. It was anticipated the process would be completed within the next four week.

We could not improve the rating for 'responsive' 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, rather than looking at the whole question relating to 'responsive.' We will review this during our next planned comprehensive inspection.

Requires Improvement ●

Thornton Lodge 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 Thornton Lodge Care Home 31 March 2016. This inspection was undertaken to ensure improvements that were required to meet legal requirements had been implemented by the service following our last inspection on 01 December 2015.

We inspected the service against one of the five questions we ask about services during an inspection, which were not meeting legal requirements. This was 'Is the service responsive.'

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.

Is the service responsive?

Our findings

During our last inspection, we found the service had failed to maintain accurate, complete and contemporaneous records for people who used the service. This was a breach of Regulation 17 Health and Social Care Act 2008 (Regulated Activities) Regulation 2014 (Part 3), good governance.

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The manager explained the service was in the process of introducing a new electronic records system and that records were currently being transferred and updated. It was anticipated that the process would be completed within the next four weeks. We were shown how the service intended to fully utilise the system throughout the home by the manager, who told us that computer terminals would be located in both the nursing and residential unit for staff to use.