

HICA

# Alderlea - Care Home

## Inspection report

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### Ratings

#### Overall rating for this service

Good 

Is the service safe?

Good 

Is the service effective?

Requires Improvement 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Good 

### Overall summary

We carried out an unannounced comprehensive inspection of this service on 13, 14 and 19 November 2014 at which a breach of legal requirements was found. This was because monitoring charts designed to monitor to the food and fluid intake of people who used the service had not been routinely completed.

After the comprehensive inspection, the registered provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focussed inspection on 30 March 2015 to check they had followed their plan and to confirm they now met the legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for 'Alderlea care Home' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Alderlea is a purpose built facility owned by Humberside Independent Care Association, a not for profit organisation. The service provides care and accommodation for up to 40 adults, some with dementia. Accommodation comprises of single room bedrooms situated at ground floor or first floor level with communal sitting and dining areas.

# Summary of findings

The service is required to have a registered manager in post. However, the manager had only been in post for a short time and was in the process of applying to be registered. 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.

At our focussed inspection on 30 March 2015 we found the registered provider had followed their action plan and legal requirements had been met.

Staff told us, "Things are tighter now; we all know we must record the amounts people have to eat and drink" and "Everyone knows how to fill these diaries in now and we know the manager checks them."

We saw food diaries recorded the amounts of food and fluid intake for the relevant people who used the service.

The manager told us they reviewed each of the food diaries at the start of every week.

Where people's food and fluid intake had been recorded as being low, appropriate action such as referrals to dietician services had been made.

# 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?**

We found action had been taken to improve the effectiveness of the service.

Staff recorded people's food and drink intake accurately and food diaries identified the type of diet people who used the service required.

This meant the registered provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for this key question at the next comprehensive inspection.

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## 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 registered 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 a focussed inspection of Alderlea Care Home on 30 March 2015. This inspection was completed to check that improvements to meet legal requirements planned by

the registered provider after our comprehensive inspection in November 2014 had been made. We inspected the service against one of the key questions we ask about services: is the service effective? This is because the service was not meeting legal requirements in relation to that question.

The local authority safeguarding and contracts teams were contacted before the inspection, to ask them for their views on the service and whether they had investigated any concerns. They told us they had no current concerns about the service.

# Is the service effective?

## Our findings

At our comprehensive inspection of Alderlea on 13, 14 and 19 November 2014 we found people's weights were monitored weekly or monthly, depending if any previous weight loss had occurred. A monthly nutritional risk assessment was carried out for each person. People who had suffered sustained weight loss or were at risk of malnutrition were placed on a food diary designed to record how much they had eaten. Two of the food diaries we reviewed failed to record the amounts people had to eat and drink, only the type of food or drink. This meant the service was not effectively monitoring the nutritional status of people who had been identified as at risk of malnutrition. In addition the front of the food diaries, which were designed to provide staff with information about the type of diet people required, had not been completed on three of the food diaries. Although there was no evidence that people had lost weight, this lack of recording meant people were at risk of not receiving the correct diet for their needs, a soft or pureed diet for example.

This was a breach of Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

At our focussed inspection on 30 March 2015 we found the registered provider had followed the action plan they had written to meet shortfalls to the requirements of Regulation 20 described above.

At this focussed inspection we reviewed 20 food diaries spanning a three week period. In all cases we found the front of the diaries had been completed in full and gave clear information to staff about the type of diet required.

We saw all 20 food diaries recorded the amounts of food and fluid intake for the relevant people who used the service. The diaries categorised the amounts people had eaten or drank using a traffic light system where three quarters to all of a meal would be marked as 'green' and nothing to one quarter of a meal or drink consumed would be classed a 'red'.

The manager told us they reviewed each of the food diaries at the start of every week; we saw where people's food and fluid intake had been recorded in the red category, appropriate action such as referrals to dietician services had been made.

Members of staff we spoke with told us, "Things are tighter now; we all know we must record the amounts people have to eat and drink" and "Everyone knows how to fill these diaries in now and we know the manager checks them."