

Social Responsibility Investments Limited

Rosina Gardens

Inspection report

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13 July 2017

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out a comprehensive inspection of Rosina Gardens in February 2017. After that inspection we received concerning information about the sustainability of staffing levels at the service. We carried out a focussed inspection in May 2017 to check that there were enough staff to support people at this service. We found that there were. We received further concerning information about staffing levels again in July 2017. As a result we undertook this unannounced focused inspection on 13 July 2017 to look into these concerns and check there were enough staff to support people. This report only covers our findings in relation to these concerns. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Rosina Gardens on our website at www.cqc.org.uk.

Rosina Gardens provides rehabilitation and recovery care for up to 14 adults who have mental health issues. There were 10 people using the service at the time of this inspection.

At this inspection we found there were enough staff to support people with their needs. Staffing levels continued to be maintained at a consistent level. Senior staff monitored staffing levels daily and could utilise additional staff to cover any unexpected gaps, should these arise. Staff were committed to the people they looked after and told us they wished to continue supporting people living at Rosina Gardens.

There was no registered manager for the service at the time of this inspection. 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.

There were interim arrangements in place to adequately cover the day to day management of the service. The senior staff team were clear about their management responsibilities and duties, including notifying CQC about events or incidents that occurred at the service. Staff said the senior staff team were accessible and supportive and they could speak with them at any time if they had any issues or concerns.

The senior staff team were working with the local authority and commissioners to ensure there was stability and continuity at the service. They had plans in place to ensure there were enough resources, at the time of this inspection, to ensure the service could be adequately maintained and people continued to have their needs met.

We will continue to monitor the situation and are working closely with the senior staff team and the local authority to ensure people remain safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

There were enough staff to support people. Staffing levels continued to be maintained at a consistent level. Senior staff could utilise additional staff to cover any unexpected gaps, should these arise.

We could not improve the rating for safe from requires improvement. This was because we did not look at improvements made by the service at this visit, in response to our comprehensive inspection in February 2017. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Is the service well-led?

There were arrangements in place for the day to day management of the service. Senior staff were clear about their responsibilities and duties.

Staff said the senior staff team were accessible and supportive.

Senior staff were working with others to ensure there was stability, continuity and enough resources available to the service.

We could not improve the rating for safe from requires improvement. This was because we did not look at improvements made by the service at this visit, in response to our comprehensive inspection in February 2017. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Rosina Gardens

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 unannounced focused inspection was undertaken by two inspectors on 13 July 2017. We received concerning information about the sustainability of staffing levels at the service. We inspected the service, specifically looking at staffing and day to day management arrangements for the service, which is part of two of the five questions we ask about services: Is the service safe? and, is the service well led?

During our inspection we spoke with the acting manager, the finance and administration manager, three care support workers, the chef and two staff responsible for domestic duties. We observed the care and support provided to people. We also looked at staffing rotas and activities timetables.

Is the service safe?

Our findings

After the comprehensive inspection of the service in February 2017, we received concerning information about the sustainability of staffing levels at the service. We carried out a focussed inspection in May 2017 to check that there were enough staff to support people at this service. We found that there were.

We received further concerning information about staffing levels again in July 2017. Due to the serious nature of the concerns raised, we carried out this inspection to check there were enough staff to support people to keep them safe.

At this inspection we found there were enough staff to support people with their needs. Staff were committed to the people they looked after and told us they wished to continue supporting people living at Rosina Gardens. One member of staff said, "We work as a team." Another told us, "We are family here."

We reviewed staffing rotas with the senior staff team. We saw staffing levels continued to be maintained at a consistent level and took account of people's needs and dependency levels. In addition to care support workers, senior staff made sure there were staff also on duty responsible for housekeeping and maintenance tasks. We saw the environment was clean and well maintained.

The senior staff team were monitoring staffing levels daily. They did not use temporary staff at the time of this inspection to cover any gaps in staffing levels. Senior staff told us they could bring in extra staff, that were suitably experienced, to cover any unexpected gaps, should these arise. These were permanent staff that were known to people and who were aware of people's needs.

Is the service well-led?

Our findings

There was no registered manager for the service at the time of this inspection. A registered manager is a person who has registered with 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.

There were interim arrangements in place to adequately cover the day to day management of the service. The senior staff team consisted of the acting manager and the finance and administration manager. They were clear about their management responsibilities and duties, including notifying CQC about events or incidents that occurred at the service.

Staff said the managers were accessible and supportive and they could speak with them at any time if they had any issues or concerns. One member of staff said "Our managers speak to us and if we have questions we call [the managers] and [they] explain things to us." Another staff member described the managers as "lovely". The majority of staff had worked at the service for a number of years and knew people well. Staff told us there was good team working and communication between all staff at the service.

Staff were committed to supporting people and knew them well. The senior staff team were working with the local authority and commissioners to ensure there was stability and continuity at the service. They had plans in place to ensure there were enough resources, at the time of this inspection, to ensure the service could be adequately maintained and people continued to have their needs met.