

Bupa Care Homes Limited

The Glen Care Home

Inspection report

Shapway Lane
Evercreech
Shepton Mallet
Somerset
BA4 6JS

Tel: 01749830369

Date of inspection visit:
30 August 2017

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13 September 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

This was an unannounced focussed inspection which took place on 30 August 2017. We undertook this focused inspection to check the service was safe. The inspection was carried out in response to information of concern we had received. This related specifically to people's choices and wishes not being respected around when they were assisted to get up in the morning, personal hygiene needs not being met and people being protected from abuse. The inspection also commenced at 6.30am so we could check the arrangements for supporting people at this time.

This report only covers our findings in relation to these requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at www.cqc.org.uk

The Glen Care Home provides nursing and personal care and accommodation for up to 59 people. At the time of our inspection there were 50 people using the service of whom 33 required nursing care.

There was a registered manager in post. 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.

People told us their choices and wishes about their daily routine in getting up were respected. One person said, "I get up when it suits me." and another said, "I woke up at 5.30am, thought it was a bit early but in the end I rang the bell and staff came to help me wash and dress." Staff were very clear people had the choice when they got up and it was not part of their routine to get people up unless they wanted to. They told us how for a few people it was their choice to get up early but for others it varied and "This is up to people it is their home and their choice."

People told us they received personal care when it was needed. Call bells were accessible to people. One person said, "I only have to ring my bell and staff come and help me." The environment was free of odours and people had received care to support their personal hygiene needs. Another person told us how staff came in regularly and said, "They are quite fussy about that (personal hygiene)."

People told us they felt safe living in the home. One person said, "Next best thing to home. I do feel safe here. I'm quite happy." Another person said, "It is safe here staff respect my wishes. I am very pleased with the care I receive."

Staff told us they would report any concerns about possible abuse. One staff said, "I would definitely report anything which concerned me." The registered manager had reported to the local authority safeguarding team action taken to protect people from abuse.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe

People benefitted from staffing arrangements which enabled staff to respect their choices and daily routines.

People could be confident their safety and well being was respected.

People could be assured staff and the registered manager would respond to concerns and take action to protect people from abuse.

The Glen 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 focussed inspection on 30 August 2017. We inspected the service against one of the five questions we ask about services: Is the service Safe. This was because we had received information of concern specifically about the arrangements for helping people to get up in the morning, maintaining personal hygiene and how the registered manager had responded to concerns. The inspection was undertaken by two inspectors.

During the inspection we spoke with ten people living in the home, seven members of staff, the deputy and registered manager. We looked at records including four care plans, staffing duty rotas and daily records.

Is the service safe?

Our findings

Before the inspection we had received information people were being got up from 5am and this was not their choice. We arrived at 6:30am and found four people were out of bed and dressed. They all told us they had chosen to get up. One person said, "I do not sleep well but I am quite happy here." Another person said they always got up early and another said, "They (staff) thought I should go back to bed but I didn't want to so in the end they said it was my choice. I've had two cups of tea so far." Another person who was awake but still in bed told us "I always get up when I want, it is up to me. Normally it is around 7:30am to 8am."

Other people we spoke with told us they got up at a time of their choosing. One person said, "I always get about the same time around 7:30am to 8am it is my normal time. Staff never try and get me up earlier even if I am awake and that's good. The care I get is great, I feel looked after and staff treat me well."

Staff told us they got people up at a time of their choosing. One staff member told us "People only get up when they want to. We respect people's wishes." Another staff member said, "Normally there are two or three people up before seven but it is dependent on people asking." Another staff member expressed surprise when asked if people were got up from 5 am. They said, "No of course not people get up when they want as best we can."

Staff told us they felt the staffing arrangements were good and there were always enough staff on duty. We observed staff responded in a timely way to requests for help there was no sense of being rushed. There was a relaxed and unhurried approach by staff with staff interacting with people when assisting with personal care. One staff member told us "There are plenty of staff. Each job takes as long as it takes. You never have to rush people."

Concerns had been raised that people were not receiving personal care and their hygiene needs were not being met during the night. We observed there was a fresh and odourless environment when we arrived. Records showed when people had been provided with personal care. One staff member said they always checked people throughout the night. Some people needed to be repositioned to maintain their skin integrity and this was also an opportunity to provide personal care if it was required. Daily records recorded when this happened and how people had received support with personal hygiene where needed. This meant people's personal care and hygiene were met and risks of poor skin or infection were reduced.

Risk assessments had been completed to make sure people received care they needed. For example, where people were assessed as being at high risk of pressure damage to their skin, care plans to minimise this risk were in place. One risk assessment stated the person required a specialist mattress and help to reposition through the night. The required mattress was in place and records showed they had been assisted to change position. For others similar arrangements were in place. At time of our visit there were no people with skin damage or pressure wounds. This meant people's needs around skin care and maintaining their safety and well-being were being met.

People told us they felt safe. One person said, "This is next best thing to home. I do feel safe here. I'm quite

happy." Staff spoke of having no "worries" about reporting any concerns. One told us "If I saw anything I would report it immediately. It would be dealt with. Another said, "I would always go to the manager if I was worried about something I saw. They would do something." The registered manager had reported to the local safeguarding team the action they had taken to protect people from abuse as a result of an early morning visit by them to the home. This meant people health and welfare were protected by the registered manager and staff who understood their responsibilities' to report concerns.