

Amore Elderly Care Limited

Abbey Court Care Home

Inspection report

Abbey Court Care Home
Falcon Way
Bourne
Peterborough
PE10 0GT
Tel: 01778 391390

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Ratings

Is the service safe?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 4 February 2015, at which a breach of legal requirements was found. This was because there was insufficient staffing to meet the needs of people living in the ground floor nursing wing of the home.

After the comprehensive inspection, the registered provider ('the provider') wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 20 October 2015 to check that they had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our comprehensive inspection by entering 'Abbey Court Care Home' into the search engine on our website at www.cqc.org.uk.

Abbey Court Care Home provides residential and nursing care for up to 88 older people, including people living with dementia. The home is purpose built and is divided into four wings. On the ground floor up to 17 people live in the residential wing and up to 19 people live in the

nursing wing. The first floor is reserved for up to people living with dementia. Up to 31 people live on the East wing and up to 21 people live on the West wing. There were 87 people living in the home on the day of our inspection.

At our focused inspection on 20 October 2015 we found that the provider had followed their plan and legal requirements had been met.

Staffing had been increased on the ground floor nursing wing and this increase had been sustained.

There was a calm, relaxed atmosphere in the nursing wing and we saw that staff had time to engage with people individually and provide them with the personal assistance they required. People told us that they received the support they needed at the time they wanted it. However, although there were enough staff to meet people's care needs, they were not always deployed in a way which enabled them to spend sufficient time with people on a one-to-one basis and helping them engage in personal interests and activities.

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 safe?

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

The provider had increased staffing levels in the ground floor nursing wing and this increase had been sustained. Staff had sufficient time to meet people's personal care and support needs without rushing.

This meant that the provider was now meeting legal requirements.

Whilst improvements had been made, we have not revised the rating for this key question. To improve the rating to 'Good' would require consistent good practice to be sustained over a longer period.

We will review our rating for safe at our next comprehensive inspection of the service.

Requires improvement



Abbey Court 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 was 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 focused inspection of Abbey Court Care Home on 20 October 2015. This was to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 4 February 2015 had been made. We inspected the home against one of the five questions we ask about services: 'Is the service safe?'. This is because the home was not meeting legal requirements in relation to that question. The inspection was undertaken by one inspector and was unannounced.

Before our inspection we reviewed the information we held about the home. This included the information the

provider had sent us following our inspection in February 2015, setting out the action they would take to meet legal requirements. We also considered notifications received (events which happened in the service that the provider is required to tell us about) and information that had been sent to us by other agencies.

During our inspection we spoke with three people who lived in the ground floor nursing wing, a relative who was visiting at the time of our visit, the manager of the home, two members of the care team and two members of the activities team. We also used the Short Observational Framework for Inspection (SOFI) to observe the care and support provided to people in living in the ground floor nursing wing. SOFI is a specific way of observing care to help us better understand people's experiences of the care they received.

We looked at a variety of documents and written records including staff duty rotas.

Is the service safe?

Our findings

When we conducted our comprehensive inspection of Abbey Court Care Home on 4 February 2015 we found that, at times, there was insufficient staffing to meet the needs of people living in the ground floor nursing wing of the home. This meant some people experienced delays in receiving the support they needed, for instance when they wanted to use the toilet. This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 20 October 2015, we found that the provider had taken action to address the shortfall in relation to the requirements of Regulation 18 described above. Immediately following our comprehensive inspection in February 2015, the provider told us that they had increased staffing levels in the ground floor nursing wing. We reviewed the staffing rotas for the nursing wing and saw that additional staff had been deployed and that this increase had been sustained. The manager told us that, initially, the extra shifts had been covered by agency staff but that new permanent staff had now been recruited and the routine usage of agency staff would soon come to an end.

We spent time talking with people living in the nursing wing. One person told us, “Staff help me get up bright and early – I don’t like to lie about in bed.” Another person said, “If I want to go to bed, I can go anytime I like, I just ask.” A visiting relative told us, “Staff look after [my relative] well.”

We also spent time observing the care and support provided to people living in the nursing wing. Throughout our inspection visit there was a calm, relaxed atmosphere and staff had time to meet people’s care and support needs without rushing. We saw that people were offered a mid-morning drink and snack, and that staff had sufficient time to support those people who needed assistance to eat and drink it. We also saw a staff member going round the lounge and spending time with each person individually to confirm their menu choice for lunch.

Although the increase in staffing had ensured that the care needs of people living in the nursing wing had been met, one person told us that they were, “fed up and bored.” Staff also told us that they would like to spend more time with people on a one-to-one basis, getting to know them better and helping them engage in personal interests and activities. We raised this issue with the manager who told us that he would look at the way care and activities staff members were deployed, to ensure that people had enough to stimulate and occupy them.