

St. Mary's Care Limited

St Mary's Care Home

Inspection report

3 Tooting Bec Gardens, London, SW16 1QY
Tel: 020 8677 9677

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 9 July 2014. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to responding to medical emergencies.

We undertook this focused inspection 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 those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St Mary's Care Home on our website at www.cqc.org.uk

At our previous inspection some staff were unsure of how to support people in a medical emergency. At this inspection we confirmed that effective action had been taken to address this. The registered manager had ensured staff received additional training which covered how to safely support and care for people during various medical emergencies.

Staff understood how to appropriately support people when they became unwell and how to ensure they promptly received the medical treatment they required.

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 this service. Staff had received additional training, supervision and support to ensure they knew what to do in response to medical emergencies to ensure people received the support they required.

We could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires improvement



St Mary's Care Home

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of St Mary's Care Home on 4 March 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our inspection

on 9 July 2014 had been made. The team inspected the service against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

The inspection was undertaken by one inspector. During our inspection we spoke with the registered manager, three nurses and five healthcare assistants.

Is the service safe?

Our findings

At our previous inspection of the service on 9 July 2014 we found that people were not protected from the risks of unsafe care because staff were not sure how to respond to medical emergencies. Some staff were unsure of current cardio pulmonary resuscitation practice and how to respond if a person was choking. Some staff told us of outdated or incorrect practice and therefore we could not be assured that people would get the support they required in these circumstances.

Since our inspection staff had received additional training on responding to medical emergencies. The manager had met with each staff member to provide them with

additional supervision and undertook competency assessments, through the use of scenarios, to ensure they understood how to support people during different types of medical emergency.

At this inspection staff were knowledgeable about what to do in medical emergencies to ensure people got the support they required when they needed it. Staff were able to explain what they would do in different circumstances including if a person was unconscious, choking, having an epileptic seizure, experiencing a hypoglycaemic attack and if they had had a fall. Staff were aware of what to do to support the person and ensure they did not cause any further injury to themselves.

Staff understood how to ensure people received the medical attention they required, from their GP or via the hospital.