

ADR Care Homes Limited

Keneydon House

Inspection report

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Overall summary

We carried out an unannounced comprehensive inspection of this service on 21 January 2015 at which a breach of legal requirements was found. This was because people did not always receive the support with their care and support needs that they required as staffing levels were not appropriate.

After the comprehensive inspection, 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 07 July 2015 to check that they had followed their plan and to confirm that they now met the legal requirements.

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 for Keneydon House on our website at www.cqc.org.uk

Keneydon House provides accommodation and personal care for up to 21 people who require support with their personal care. The home provides support to older people and people living with dementia. There were 15 people living in the home when we inspected.

A registered manager was in post at the time of the inspection. 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 focused inspection on the 7 July 2015, we found that the provider had followed their plan which they had told us would be completed by the 31 March 2015 and legal requirements had been met.

People told us that they were having their needs met and staff had a little more time to talk to them. Our observations on the day also confirmed that staff were able to meet people's needs in a timely way. The staff on duty knew the people they were supporting and demonstrated their knowledge about supporting people with their personal care and support. Additional staff had been employed to prepare, cook and serve the lunchtime meal.

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.

Staffing levels had been increased and people's needs were being met in a more timely way.

This meant that the provider was now meeting the legal requirements.

While improvements have been made we have not revised the rating for this key question. To improve the rating to 'Good' a longer term track record of consistent staffing levels would be required.

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

Requires improvement



Keneydon House

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Keneydon House on 27 April 2015. This inspection was undertaken to check that improvements had been made to meet legal requirements planned by the provider after our comprehensive inspection of 21 January 2015. We 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 a legal requirement in relation to that question.

The inspection was undertaken by one inspector.

Before the inspection we looked at all of the information that we held about the home. This included the provider's action plan, which set out the action that they would take to meet the legal requirement. We also looked at information from notifications received by us. A notification is information about important events which the provider is required to send to us by law.

During the inspection we spoke with five people who lived in the home. We also spoke with the manager, three care workers and a housekeeper. We observed the care that was provided by staff and looked at the staffing rotas.

Is the service safe?

Our findings

At our comprehensive inspection of Keneydon House on 21 January 2015 we found that there were insufficient numbers of staff available to meet people's care and support needs. This was especially evident over the lunchtime period where a care worker was allocated to prepare, cook and serve the lunchtime meal, leaving insufficient number of staff to assist people with their care needs.

This was a breach of Regulation 22 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

At our focused inspection on 7 July 2015 we saw that the provider had followed their action plan and were now meeting the requirements of the regulation.

During our inspection we spoke with people about staffing levels.. One person told us: "The staff are always very busy but they work to make sure my needs are met. Sometimes we have to wait a little while to get care but when this

happens they always come and say why this is and how long they will be before they come back". Another person said: "they [staff] are all very good and come as quickly as they can to help me".

From looking at staff rotas and talking with people, the registered manager and staff we found that suitable levels of staffing were in place. A cook was now available between the hours of 11am and 2 pm every day to provide more assistance during lunchtime. A member of the housekeeping staff told us they helped out in the kitchen during holidays and sickness when necessary.

The registered manager told us staff numbers were calculated in line with the number of hours of care each person needed through the use of a dependency tool. We saw that the dependency tool had recently been implemented The registered manager was unable to confirm which dependency tool this was based on.

Staff we spoke with told us that the rotas enabled them to be organised as a team and that there were enough staff to meet people's needs. The registered manager told us that they did not use agency staff and that cover had always been provided from within the staff team.