

Mrs Julie Robb

# Applegarth Nursing Home

## Inspection report

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### Ratings

#### Overall rating for this service

Good



Is the service safe?

Good



Is the service caring?

Good



### Overall summary

This was a focussed unannounced inspection that took place on the 18th August 2015.

This service was last inspected on the 27th January and 11th February 2015. At this inspection we found that there was a breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 because appropriate arrangements were not in place to demonstrate that people received all their medicines appropriately.

The above regulations have now been replaced with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At this inspection we found that the home was no longer in breach of any of the above regulations and met all of the 2014 Regulations.

Following our last inspection we had requested and received an action plan outlining the measures put in place to ensure people received their medicines appropriately and in line with their prescription.

We undertook this focused inspection on the 18th August 2015 to check if the provider had followed their plan and taken action in response to concerns we identified during our comprehensive inspection.

Prior to this inspection visit we had received an anonymous concern regarding the attitude of some support workers towards people they were supporting. During this inspection we observed how staff cared for and interacted with the people living in Applegarth.

We inspected the service against two of the five questions we ask about services: is the service safe and is the service caring. This report only covers our findings in relation to these topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Applegarth Nursing Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Applegarth Nursing Home (Applegarth) is a care home with nursing, registered to provide accommodation for up to 53 people with a variety of needs. The home is divided into three units, one providing care for frail elderly

# Summary of findings

people, some of whom may have various forms of dementia and the other two providing care for younger people with highly complex needs. Accommodation throughout the home is provided on two floors with access to the second floor by a passenger lift or stairs. There is some car parking space available for visitors.

The service had a registered manager in post at the time of our inspection visit. 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.

The provider had policies and procedures in place to protect people from harm or the threat of abuse. We observed warm caring interactions between people and

the staff who cared for and supported them. This evidenced people were comfortable and relaxed in their surroundings. Staff had completed training in safeguarding vulnerable adults.

We saw that people's privacy and dignity were preserved at all times.

We saw that care/support plans were detailed and up to date. We saw that risks were identified and risk assessments completed.

Staff had completed training in the protection of vulnerable people and we discussed this with the staff on duty.

We found there was sufficient staff on duty to meet the assessed needs of the people who lived in Applegarth.

We found that medicines were administered correctly and in line with peoples' prescriptions. Records of medicines administration were correct and up to date.

# 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?

The service is safe.

Medicines in the home were managed and recorded appropriately.

Staff had completed training in the protection of vulnerable adults.

Staff were recruited correctly which meant only suitable people were employed in this service.

Good



### Is the service caring?

The service is caring.

We observed staff working with people in a kind and sensitive way.

Staff treated people in a dignified and patient manner.

Privacy and dignity were maintained.

Good



# Applegarth Nursing 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 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.

Prior to this inspection we received a concern that people were placed at risk because we had been told about the poor attitude of some staff when caring for people who lived in Applegarth Nursing Home. At this focused inspection we looked at how the staff team cared for and supported people who had complex physical, mental and emotional care needs.

This unannounced inspection visit was carried out on the 18th July 2015. The inspection was carried out by one Adult

Social Care inspector, an Expert by Experience and a Specialist Advisor who had experience of supporting people who maybe living with dementia and other complex mental and physical health needs.

Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements. We also spoke with the local authority adult social care team.

At our inspection we spoke to five people who lived in the home, three visitors, the registered manager, the registered provider and four care staff. We also spoke to members of the senior management team including the clinical lead for staff development. We observed care and support in communal areas, spoke with people in private and looked at the care records for six people. We also looked at a number of training manuals and the establishment's policy on the Mental Capacity Act 2005 as well as the Activities and Meet & Greet programmes.

# Is the service safe?

## Our findings

We spoke to people who lived in Applegarth and one person told us, “I feel a lot safer here now because of a gentleman who was in the home has moved. I am comfortable in my room and I am quite happy here, they come quickly if I ring my bell. My medication is given to me at the correct time”.

One visitor told us, “I feel that I can leave him in the safe hands of the nurses and carers, because I am here 6 mornings a week for 5 hours although I sometimes have issues with amount of staff available during the day and night. They do manage his medication for him”.

We looked at six care/support plans and found they were detailed and up to date. We saw that risks were identified and risk assessments completed. These included the action to be taken in respect of any occurrences. In this way risks were recognised, and preventive actions for staff prescribed. These comprehensive risk assessments and the guidance given enabled staff to minimise such risks to the residents and themselves.

Staff had completed training in the protection of vulnerable people and we discussed this with the staff on duty. They had a broad perspective on safeguarding covering a range of areas in which they had a responsibility to ensure the safety of people which included the way they were assisted with their mobility and moving between parts of the building. Staff we spoke to were aware of the procedure they should follow if they found any marks on people when delivering personal care. One senior carer said “Any mark ...we always refer that to the nurse; they check it, then we bodymap it. There is a place on the form to record any explanation”.

Staff told us that if they had any concerns about the behaviour or practice of other members of the team they would report it. One member of staff said, “I would report it to the nurse, then management, and if need be the CQC”. She added that she would feel supported to do this and said that you can go to management “....with anything and it’s confidential”.

At our previous inspection we found the recording of medicines was not always up to date. This meant that people were at risk of not receiving their medicines as prescribed by their doctor. We checked the records and found that the systems put in place to record the administration of topical medicines (creams) were working well. We saw that people now received all their medicines appropriately and in accordance with their prescription.

We asked visitors to the home if they felt their relatives were safe. They told us “The staff here are very nice but some people can appear frightening because of their behaviour, but the staff quickly defuse the situation”. Other said “My relatives are safe although sometimes the staff seemed to be rushed”.

We looked at four weeks staff rosters and saw that there were sufficient staff on duty to meet the assessed needs of the people who lived in Applegarth. We asked the staff on duty who told us there were some busy times during the day but they could manage. One member of staff told us that they have time to spend with residents aside from their task centered duties. They said “We have time to sit and talk, we can have coffee and cake with them and do games and stuff”.

# Is the service caring?

## Our findings

We found that the service was caring. People and their relatives told us they thought the care from the staff was very good. Relatives said, “The staff are very kind and caring and they treat my partner with dignity and respect when carrying out personal tasks for him. However, it sometimes depends on who is showering him whether they speak to him or not”. Another relative said, “The staff are caring, kind and compassionate and some of the staff are very open and willing to discuss things with us. The activity staff are very good too”.

People who lived in Applegarth said, “The staff are very kind and caring you cannot fault them. They treat me with dignity and respect they wash my legs and I do the rest”. Another person said, “I am well cared for here. Although the staff are always busy they are never impolite and are patient when they help me”.

We asked one of the qualified staff how she expects the staff to respect the privacy and dignity of the people they supported. She told us staff were expected to: “Treat people with full respect, to always knock on doors and ask

if they can go in, give their name and always communicate what they are going to do and always talk to people on the basis of them having full understanding”. We were told this always forms part of the induction for new staff when they start to work in Applegarth.

Staff told us “We always put a sign on the door when giving personal care and close the curtains. If anyone knocks on the door we got out to them, they don’t come in. We always call people by their preferred name”.

During our visit we spent time in all parts of the building and observed staff interaction and their attitude when addressing the people in their care. We observed one interaction between a member of staff and the person they were supporting. The whole situation was managed with the upmost discretion and respect and the resident’s dignity was not compromised in any way.

We talked briefly about ‘end of life care’ and were told by the clinical lead on duty, “Everyone is offered the opportunity to decide (on end of life arrangements) but at the appropriate time. This includes consideration of whether or not the person wishes to be resuscitated”.