

## Prospect Housing and Support Services

# Rosedene

### Inspection report

54 Higher Drive  
Banstead  
Surrey  
SM7 1PQ

Tel: 02083935162

Website: [www.prospecthousing.org.uk](http://www.prospecthousing.org.uk)

Date of inspection visit:  
24 June 2016

Date of publication:  
14 July 2016

### Ratings

Overall rating for this service

Good ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

The last inspection of this home was carried out on 05 November 2015 when we found the provider was in breach of the regulations. This was because the provider had failed to notify the Care Quality Commission (CQC) in a timely manner about all the incidents and events involving people who lived at Rosedene. This related specifically to several incidents that had resulted in people being injured and the service not notifying us about the outcome of applications they had made to the local authority to deprive people of their liberty. People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. The application procedures for this in care homes is called the Deprivation of Liberty Safeguards (DoLS). After the home's last inspection, the provider wrote to us to say what they would do to meet their legal requirements in relation to these breaches. We undertook an unannounced focused inspection on 24 June 2016 to check the provider had followed their action plan and now met legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Rosedene' on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rosedene is a care home that provides accommodation and personal care for up to eight people. The home specialises in supporting older adults who have learning disabilities. The home also caters for people living with physical disabilities. There were eight people living at the home when we inspected.

At the time of our inspection the service had not had a registered manager in post since November 2015. A new manager was appointed in March 2016 and they were in the process of becoming the registered manager. 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.

During our focused inspection, we found that the provider had followed their action plan. We saw legal requirements had been met because the provider now notified the CQC in a timely way about the occurrence of any incidents and events that affected the health, safety and welfare of people living at the home.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service well-led?**

We found that appropriate action had been taken by the provider to ensure they now notified the CQC in a timely manner about the occurrence of any incident or event they were legally required to.

However, while improvements had been made we have not revised the rating for this key question. To improve the rating the provider must demonstrate consistent good practice over a more sustained period of time in relation to the submission of notifications and have a CQC registered manager in post at the home.

We will review our rating for well-led at our next comprehensive inspection of the service.

**Requires Improvement** ●

# Rosedene

## **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.

This unannounced focused inspection was undertaken by one inspector on 24 June 2016. This inspection was carried out to check all the improvements the provider said they would take to ensure they met their legal requirements had been implemented. We inspected the service against one of the five questions we ask about services: Is the service well led?

Prior to our inspection we reviewed the information we held about the service. This included notifications the provider had sent to us since their last inspection and the action plan we had asked them to send us. The action plan set out how the provider intended to meet the regulations they had breached.

During our site visit to the home we met five people who lived there, and spoke with the services new manager, a senior manager who was responsible for quality monitoring the service and two care workers. We also looked at records that related to the management and governance of the service, including accident and incidents logs.

## Is the service well-led?

### Our findings

We last inspected the service on 05 November 2015 and identified the provider was in breach of the regulations. This was because the provider had failed to notify the Care Quality Commission (CQC) in a timely manner about all the incidents and events involving people who lived at Rosedene. This related specifically to several incidents that had resulted in people being injured and the service not notifying us about the outcome of applications they had made to the local authority to deprive people of their liberty. This meant the CQC did not always have enough up to date and accurate information about these incidents or events so that where needed, we could take follow-up action to assure ourselves the provider had responded appropriately to them.

At this focused inspection we found the provider had taken appropriate steps to follow the action plan they had sent us. The provider's records of all the accidents and incidents involving people living at the home which had occurred since our last inspection matched the information we held about Rosedene. For example, these notifications indicated the manager had informed the CQC in a timely manner about an injury a person who lived at the home had sustained following a fall. This information provides us with details about important events which the service is required to send us by law. Records also showed us that as part of the provider's quality monitoring audits the management regularly checked any incidents involving people who lived at the home or the services operation to determine whether or not they are legally obliged to notify the CQC. This was confirmed by discussions we had with the quality assurance manager.

The homes manager demonstrated a good understanding of their role and responsibilities in relation to their legal obligation to notify the CQC without delay about significant incidents involving people using the service. Staff were also clear about their responsibilities to keep the homes' managers and senior staff up dated about any accident or incident involving the people using the service. One member of staff told us, "We're always being reminded to tell the staff in charge on any given day about any accidents that happen at Rosedene."

There had been a recent change in management at the service. The new manager was appointed in March 2016 and had begun the process of becoming the registered manager. The manager is also responsible for managing another of the providers care homes in the area. To help the manager run both services at once they told us they had recently appointed a deputy manager based at Rosedene to be in day-to-day of the home in their absence.