

Royal Mencap Society

Royal Mencap Society - 25 The Sandfield

Inspection report

25 The Sandfield,
Tewkesbury, GL20 8RU
Tel: 01684 278023
Website: www.mencap.org.uk

Date of inspection visit: 9 July 2014
Date of publication: 14/08/2015

Ratings

Is the service well-led?

Requires Improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 24 and 28 October 2014 at which a breach of legal requirements was found. This was because the registered person had not notified the Commission without delay of abuse or an allegation of abuse in relation to a service user.

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 9 July 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 last comprehensive inspection by selecting the 'all reports' link for 'Royal Mencap Society - 25 The Sandfield' on our website at www.cqc.org.uk.

25 The Sandfield is a care home for up to four people with a learning disability or an autism spectrum disorder. There were three people living at the home when we

visited. The people living at 25 The Sandfield have a range of support needs. Some people cannot communicate verbally and need help with personal care and moving about. Other people are physically able but need support if they become confused or anxious. Staff support was provided at the home at all times and most people required staff support when outside the home.

There was a registered manager in post. 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 and associated Regulations about how the service is run.

At our focused inspection on 9 July 2015 we found the provider had followed the action plan which they had told us would be completed by 23 January 2015 and legal requirements had been met. Notifications of significant events were being shared with us in line with the requirements of the law.

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 well-led?

We found that action had been taken to improve the management of the service. Notifications of significant events were being shared with us in line with the requirements of the law.

This meant the provider was now meeting legal requirements. While improvements had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe at the next comprehensive inspection.

Requires Improvement



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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 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.

We undertook a focused inspection of Royal Mencap Society - 25 The Sandfield on 9 July 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 24 and 28 October 2014 had been made. We inspected the service against one of the

five questions we ask about services: is the service well-led. This is because the service 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 provider's action plan, which set out the action they would take to meet legal requirements, and notifications submitted by the provider. Providers tell us about important events relating to the service they provide using a notification.

During the visit we spoke with two staff and reviewed the incident reports held by the home. Following the inspection, information was shared with us by the registered manager.

Is the service well-led?

Our findings

At our comprehensive inspection of Royal Mencap Society - 25 The Sandfield on 24 and 28 October 2014 we found the registered person had not notified the Commission without delay of abuse or an allegation of abuse in relation to a service user. This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Registration) Regulations 2009.

At our focused inspection on 9 July 2015 we found the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 18 described above.

We checked the record of incidents and all relevant occurrences had been shared with us as a notification. Staff understood the need to report incidents to the registered manager or another senior member of staff in her absence. The registered manager was then responsible for sending a notification to us if needed. This allowed us to monitor the way incidents were managed by the service.