

# Eagle View Care Home Limited

# Pembroke Rest Home

## Inspection report

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## Ratings

### Overall rating for this service

Good



Is the service safe?

Good



## Overall summary

We carried out an unannounced comprehensive inspection of this service on 6 March 2015. One breach of regulation around staffing was found and we asked the provider to review their staffing arrangements. After the comprehensive inspection, the provider wrote to us to say what they would do to meet their legal requirements. We carried out this focused inspection on the 13 November 2015 to check that improvements had been made to the staffing arrangements at the service. This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Pembroke Rest Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Pembroke Rest Home is registered to provide accommodation and personal care for a maximum of 14 adults aged 18-65 with complex physical care needs, as a

result of acquired brain injuries. The home provides long term care and also provides rehabilitation to help a person become more independent. Nursing care is not provided.

A registered manager was in place. 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.

We found that the provider had made improvements to the staffing levels and skills mix. The service now had catering and domestic staff on all seven days of the week. Care staff were now able to focus on the care and support needs of people living there. We also saw that maintenance staff hours for the service had been increased. Staff we spoke with told us this had improved the service. One carer told us, "This means we have more time to spend with people who use the service."

# 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 last time we inspected the service did not have adequate ancillary staff over the week to ensure that care staff were able to focus on the needs of people using the service.

The service was now safe. There was adequate care and ancillary staffing hours deployed across all seven days of the week to meet the needs of people living there.

**Good**



# Pembroke Rest 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 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 an unannounced focused inspection of this service to check that the provider had made improvements in staffing and skill mix of the staff team and how it was deployed across the week.

Before the inspection we reviewed the action plan the provider had submitted to us in response to the comprehensive inspection. We also reviewed statutory notifications we had received from the provider.

This inspection was undertaken by one adult social care inspector. We spoke with one person using the service. We met with the registered manager and their area manager as well as speaking to four care and ancillary staff. We checked the staffing rotas and looked at the numbers of staff deployed on the visit. There were 11 people resident at the time of inspection.

# Is the service safe?

## Our findings

When we last inspected we found that the service did not have ancillary staff, (catering and domestic) throughout the week. This meant that the two care staff had responsibility some days for preparing meals and for essential cleaning. As some people needed two staff for assistance this meant the staffing was not meeting the needs of people living at the service at that time.

The staffing levels now in place at the service meant people were safe. We reviewed the action plan the provider sent us after the last inspection and found that all the agreed actions had been completed.

We reviewed the staffing rota and saw that as well as two care staff there were also catering and cleaning staff on rota every day of the week. We talked to the registered manager, their area manager and staff on duty. They all confirmed that the new staffing rota had been put in place following the inspection and that this had a positive impact on the service. One staff member told us how this had meant the carers had more time to spend with people. We observed that the carers and activities staff were present in the communal areas.

One person we talked with told us they were happy with the numbers of staff. We saw that people were supported

by staff, and that some people were engaged in meaningful activity while others watched television. The registered manager told us the new staffing levels had helped improve the support to people to access activities on offer inside and outside the service, and in the time it took staff to respond to care needs.

On the day we visited the cook was unwell so a cooked meal was being brought in from a local take away with people choosing from the menu. The registered manager told us this was to ensure that care staff did not have to undertake additional cooking duties as well as their care duties.

The registered manager also told us that maintenance staffing hours had been reviewed and increased so there would be regular support in the home.

We looked about the communal areas, bathrooms and the kitchens, as well as viewing two empty bedrooms. We found that all areas of the home were clean and tidy and the home was free of any odours. The kitchen was clean and tidy and the cupboards well stocked.

We discussed a recent safeguarding alert where concerns had been raised about a member of staff's behaviour. We saw that the provider had taken appropriate action and that an investigation was underway.