

# Birchester Medicare Limited

# Polebrook Nursing Home

## Inspection report

Morgans Close  
Polebrook  
Peterborough  
Cambs  
PE8 5LU  
Tel: 01832 273256  
Website:

Date of inspection visit: 08 June 2015  
Date of publication: 24/06/2015

### Ratings

Overall rating for this service		Good	
Is the service effective?		Good	
Is the service responsive?		Good	
Is the service well-led?		Good	

### Overall summary

Polebrook Nursing Home is a registered to provide accommodation and care, including nursing care for up to 51 people. Some of the people accommodated in the home are living with dementia. The home is owned and managed by Birchester Medicare.

There was a registered manager 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.

We carried out an unannounced comprehensive inspection of this service on 6 August 2014. A breach of a legal requirement was found. This was because some staff had not completed all the training they needed to give them the knowledge and skills to provide and meet people's needs. During the inspection we also noted that improvements were needed in relation to alternative menu choices, individual hobbies and activities and the Quality Assurance process.

After the comprehensive inspection, the provider wrote to us to say what they would do to make the necessary improvements.

We undertook a focused inspection on the 8 June 2015 to check if the required improvements had been made.

# Summary of findings

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 Polebrook Nursing Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At our focused inspection on 08 June 2015, we found that the provider had followed their plan, which they had told us would be completed by 05 February 2015 and the legal requirements had been met.

Staff told us, and records showed that suitable arrangements were in place to ensure that appropriate training had been completed by staff. The competency of staff had been checked.

People were able to make choices about the meals provided in the home. Daily surveys of meals and meetings with people meant changes to menus were made by the cook when necessary.

People were offered a wide range of individual and group interests and activities.

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# 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 effective?

We found that action had been taken to improve the effectiveness of the service.

Staff had completed training relevant to their role and to meet the needs of people living in the home.

This meant that the provider was now meeting legal requirements.

Action had been taken and people were enabled to make choices about the meals provided and alternatives were available.

This meant the provider had made the necessary improvements.

Good



### Is the service responsive?

We found that action had been taken to improve the responsiveness of the service.

Action had been taken so that people had a choice about what interests and activities they were able to enjoy within the home.

This meant the provider had made the necessary improvements.

Good



### Is the service well-led?

We found that action had been taken to improve the service so that it was well led.

Action had been taken and there was evidence that responses from people living in the home were used to improve the service.

This meant the provider had made the necessary improvements.

Good



# Polebrook Nursing Home

## Detailed findings

### Background to this inspection

One inspector undertook an unannounced focused inspection of Polebrook Nursing Home on 8 June 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 6 August 2014 had been made. We inspected the service against one of the five questions we ask about services: Is the service effective. This is because the service was not meeting legal requirements in relation to that question. We also checked that improvements had been made in the areas related to the service being responsive and well led.

Before the inspection we looked at all of the information that we held about the home. This included the provider's action plan, which we received on 05 March 2015.

During the inspection we spoke with three people who used the service. We also spoke with two members of staff who provided interests and activities for people, two senior care staff, three care staff, one cook, the registered manager and one visiting GP.

We looked at training records in relation to all staff. We saw surveys from people, their relatives and staff in the home. We looked at questionnaires used in the home and minutes of people and relatives meetings. We observed people's care to assist us in our understanding of the quality of care people received.

# Is the service effective?

## Our findings

At our comprehensive inspection of Polebrook Nursing Home on 6 August 2014 we found that staff had not always received the up to date training they needed to meet people's needs.

This was a breach of the Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 Supporting Workers (which corresponds to Regulation 18 HSCA 2008 (Regulated Activities) Regulations 2014 Staffing).

At our focused inspection 8 June 2015 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 14 and 18 described above.

We spoke with staff who said there had been a "big push" for training. They told us that moving and handling training was completed each month to ensure people were kept safe and equipment used was appropriate and correctly used. There were courses provided on line but staff confirmed they had been checked for their competency through written questions provided by the manager and, where necessary, through direct observation. Courses included infection control, falls prevention, pressure care and dementia. There was evidence of the written questions described by staff. The registered manager said that any member of staff who did not meet the required percentage of correct answers was required to do the course again. Staff confirmed that was the case. One member of staff said, "As seniors we have more in depth training. This is to prevent people from having to go into hospital." They explained that staff were picking up issues quicker so that the health professionals were called earlier. This meant that people did not have to go into hospital but could remain in their home. The visiting GP said that staff were "on the ball", proactive when people needed their medicines reviewed and pre-empted any issues that required input from the GP service.

Records showed that all staff had completed training in what the provider states as mandatory training. There was evidence that other training had been provided and we saw

that training dates had been confirmed for subjects such as diversity and equality, respiratory assistance and end of life care. One member of staff said, "Training has really picked up [since the last inspection]."

At our comprehensive inspection of Polebrook Nursing Home on 6 August 2014 we found that people told us they did not always have a choice of meals.

On 8 June 2015 we found that the provider had followed the plans they had told us about to make the improvements that were needed in relation to the choice of food available for people.

One person told us there had been a survey and lots of discussions about food, choices and anything people wanted to eat. The person said, "We had a questionnaire last week about meals. I forgot to ask them if we could have spam. You can have that hot or cold with vegetables. We do get a choice [of meal]." We spoke with the registered manager and cook who said that spam would be purchased for people.

The cook told us that there was a questionnaire sent out each day so that people could tick or use J L faces to show if they enjoyed their meal or not. The information was used to change menus when necessary and this was evident in information we saw. We saw how people who live with dementia made their choices about their meals. Staff provided a verbal explanation and showed them pictures of meals. We saw that people were not hurried to make a decision and this gave them the chance to think about the choices. One person told us, "Meals are quite good. We get choices. We have what we want to eat. We can have a cooked breakfast if we want." Evidence provided and information from the cook showed that changes in menus had been made as a result of people's discussions. Details in one meeting held in May 2015 for people and their relatives showed that the menu was a big improvement.

We saw that there was a list of the meals people chose each day. The cook also told us which people required soft, pureed or needed diabetic foods. The visiting GP said that staff were good at observing people's weights and food was routinely fortified using creamy yoghurts and milkshakes where needed.

# Is the service responsive?

## Our findings

At our comprehensive inspection of Polebrook Nursing Home on 6 August 2014 people told us there were limited activities and these were not stimulating.

At our focused inspection 8 June 2015 we found that the provider had followed the plans they had told us about to meet the improvements that were needed.

People told us there were things that they enjoyed doing and that the staff who provided the activities had listened and provided things that helped them with their memories. We saw that people were encouraged to take part in things that staff suggested such as a game of skittles and painting. It was evident that people were happy to take part and smiled and laughed with staff. One member of staff told us, "[Person's name] has improved with her number skills as a result of playing bingo. Initially she was unable to find the numbers on the board but now she can." One person told us they took part in quizzes and were involved in other things they enjoyed such as going into the garden and talking with staff.

We saw that people who had short and long term memory loss were part of conversations with staff and other people about a variety of subjects. One member of staff told us that reminiscence cards were used to start conversations and things like boys and girls names were discussed. One member of staff said, "We [staff] know their [people's] likes and dislikes, but it's always their choice. It's not all one way. One person has taught me to knit." People said they loved playing bingo and said that they liked to talk with staff.

We saw that several people were reading newspapers. One person discussed things in the paper with a member of staff. We saw that the member of staff sat with the person for some time and discussed the news with them. The visiting GP said, "I come at different times and usually find something going on and they have entertainers come in [to the home]. Staff have an IPAD so that they can show pictures of things that interest individuals."

# Is the service well-led?

## Our findings

At our comprehensive inspection of Polebrook Nursing Home on 6 August 2014 we found that it was not possible to see if the provider had made any improvements following a quality assurance questionnaires received in 2013.

At our focused inspection 8 June 2015 we found that the provider had followed the plans they had told us about to meet the improvements that were needed.

We saw that there had been questionnaires sent to people living in the home, their relatives and staff in May 2015.

There were positive responses received and included comments about the staff who were seen as 'kind and helpful', improvements to activities in the home and better choices of meals. This showed that the provider had acted on the issues raised previously. Information in the staff questionnaires showed that overall staff were happy working in the home and there were no specific improvements needed to the service. There was a monthly newsletter that provided information so that people were kept up to date with any changes or events taking place in the home.