

# Amore Elderly Care Limited

# Charles Court Care Home

## Inspection report

The Ploughman ,  
Hereford, HR2 6GG  
Tel: 01432 374 330  
Website:

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## Ratings

### Overall rating for this service

Is the service well-led?

**Good**



## Overall summary

This inspection was carried out on 25 February 2016 and was unannounced.

Charles Court provides accommodation, nursing and personal care for up to 76 people. At the time of our inspection there were 62 people living at 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.

We carried out an unannounced comprehensive inspection of this service on 13 and 15 July 2015. Although a breach of legal requirements was not found we did have concerns about how the service was managed. After the comprehensive inspection, the provider wrote to us to say what they would do to in relation to the concerns we had about the management of the service.

We undertook this focused inspection to check that they had followed their plan and to confirm that they had now addressed these concerns. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (location's name) on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

After our last inspection we asked the registered persons to take action to make improvements to the way management communicated with the people that lived there, relatives and also with staff. At this inspection we found that improvement had been made. Staff felt supported and more involved in the running of the service. Communication had improved and there were systems in place to keep the registered manager up to date with what was happening in the home and to identify any concerns early on. Feedback from the people that lived there and their relatives was gathered on a regular basis and any areas identified for action were acted upon. People were supported to make decisions about their own care.

# Summary of findings

After our last inspection we asked the registered persons to take action to make improvements to staff confidence and morale. At this inspection we found improvement had been made. Staff felt supported and could contact the manager at any time. They felt that they were able to raise any concerns and they would be listened to.

A range of quality audits and checks were completed regularly to ensure that good standards were maintained. Where any concerns were identified appropriate action was taken.

# 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 how well led the service was. As a result the rating has improved to good.

People and staff felt that the registered manager and the provider were approachable and supportive. Staff said they could talk to the manager at any time and they would be listened to.

The registered manager monitored the quality of the service by a variety of methods including audits and feedback from the people that lived there. They used the information to make improvements to the service.

**Good**



# Charles Court Care Home

## Detailed findings

### Background to this inspection

We undertook an unannounced focused inspection of Charles Court on 25 February 2016. This inspection was done to check that improvements planned by the provider after our 13 and 15 July 2015 inspection had been made. The team inspected the service against one of the five questions we ask about services: is the service Well Led?

This unannounced visit took place on 25 February 2016 by two inspectors.

Before our visit we reviewed information we held about the provider including statutory notifications and enquiries

relating to the service. Statutory notifications include information about important events which the provider is required to send us. We also asked the local authority for any concerns or information relating to Charles Court. We did not receive any information of concern.

During the visit we spoke with five people who lived at the home, five members of care staff, two relatives, the deputy manager and the registered manager. We observed staff supporting people throughout the home. We reviewed records relating to the management of the service, this included the quality checks made by the provider and the registered manager.

# Is the service well-led?

## Our findings

At the last inspection on 13 and 15 July 2015 we found that the service was not always well led. The manager then was new in post and the service had a number of managers start and leave in a short period of time. The registered manager had lacked the visibility necessary to inspire and motivate staff, and to address people's concerns around management of the home. During this inspection we found that improvements had been made.

At our last inspection people told us that they felt a lack of confidence in how the service was managed. Relatives felt there was a lack of stability in the management of the service as there had been a number of managers in a short period of time. They did not feel confident that concerns or complaints would be listened to. During this inspection we found that improvements had been made. People, relatives and staff told us they felt there had been an improvement in how the service was managed. A relative said, "[Registered manager] is so helpful. It has improved massively since she has been here." Another relative said, "It's about time, but now I feel this home has a manager who will stay." Staff told us how things had improved. One member of staff said, "Generally improvements have been made. We have the opportunity of staff meetings and supervisions. It was all a bit hit and miss before, but it is better now." Another member of staff said, "For the people here it's great as staff are happier and that means that we work more effectively as a team and provide better care."

At our last inspection people and staff told us that they did not feel that they knew the registered manager or were involved in the running of the service. During this inspection we found that improvements had been made. People were now involved in their care and support and the development of the service with the support of the registered manager. We saw that meetings for people who lived at the home happened regularly with people's relatives also being invited to support their family members with any views or feedback in these meetings. People were positive with us about feeling involved and valued in these meetings. People told us they had been able to make suggestions about different foods to be included on menus. Other people told us how they had started to talk about developing the garden and outside areas in these meetings. Staff told us that they now felt more involved in the running of the service. They told us that they had

regular staff meetings in which they were able to discuss any concerns or ideas with the registered manager. Staff said that the atmosphere and culture in the service had changed and as a result staff morale had started to improve and communication between staff and the managers had also improved.

The registered manager told us that they also had "flash meetings" three times a week. They explained that these were meetings at a mutually convenient time that took place with the deputy manager or a senior carer to have an instant update on how people's health was doing and also to identify any concerns at an early stage. The deputy manager told us that they felt that there had been a big improvement in how information was shared to the registered manager and also to the provider.

The registered manager and provider carried out a range of checks to measure the quality of the service and to also identify where things needed improving. Audits included areas such as medicines, infection control and care records. Following a recent audit on care records it was identified that people that had just moved into Charles Court did not always automatically have a review to make sure that the initially planned care and support met their assessed health needs. The registered manager told us that they now audit the care records of all new admissions within the first 48 hours. The deputy manager told us that this had put in an extra assurance that care plans reflected people's needs.

The registered manager told us that they had links with the local community including local churches and they had also engaged with local schools to provide opportunities for school children to spend time with people.

Staff told us that they felt they now had access to regular supervision and training and could speak with the registered manager about anything. We spoke with staff about the support they had to do their job. Staff told us that the registered manager was supportive and approachable. One member of staff said, "It has improved since [Registered manager] has started. Morale is a lot better."

Staff knew about the whistle blowing process and how to raise concerns so that people were not at risk of poor staff practices. Staff told us that they if they had to raise concerns they would be fully supported by the registered manager and the provider to do so.

## Is the service well-led?

The provider had, when appropriate, submitted notifications to the Care Quality Commission. The provider

is legally obliged to send us notifications of incidents, events or changes that happen to the service within a required timescale. This means that we are able to monitor any trends or concerns.