

Morven Healthcare Limited

Morven House

Inspection report

48 Uplands Road
Kenley
Surrey
CR8 5EF

Tel: 02086609093

Date of inspection visit:
12 July 2016

Date of publication:
06 September 2016

Ratings

Overall rating for this service

Requires Improvement 

Is the service well-led?

Good 

Summary of findings

Overall summary

We visited Morven House on 12 July 2016. The inspection was unannounced.

Morven House provides residential care for a maximum of 20 people who may be living with dementia.

The service had recruited a new manager who was in the process of registering with CQC. 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.

At our previous inspections in February and November 2015 we found the service was not well-led because the provider did not effectively assess and monitor services provided to people to identify where improvements were needed. We found existing audit systems were ineffective and inaccurate.

At this inspection, we found the service had made improvements through the introduction of a wide ranging system of checks, reviews and audits to improve service provision. We will be carrying out a further inspection to address other breaches and concerns identified in our previous inspection in November 2015.

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?

Good ●

The service was well-led. Improvements had been made through the introduction of a system of regular checks, reviews and audits to assess, monitor and improve service provision.

Morven House

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.

This inspection took place on 12 July 2016 and was unannounced.

The inspection was carried out by an Adult Social Care Inspector.

During the inspection, we looked at seven care plans and the associated risk assessments, medicines records for six people and spoke with the manager, deputy manager and a visiting consultant. We spoke with two members of staff.

After the inspection we spoke with a social care professional and a healthcare professional for general feedback and they spoke positively about the improvements taking place in the service.

Is the service well-led?

Our findings

At our previous inspections, in February and November 2015, we found the service was not well-led because the provider did not effectively assess and monitor services provided to people to identify where improvements were needed. We found existing audit systems were ineffective and inaccurate. There were no external or other systems in place to check the veracity of the audits that were being completed. There were similar findings when we looked at the periodic reviews of care plans and risk assessments.

When we inspected this time we found the provider had recruited a new management team for the home. The manager was in the process of registering with CQC and was supported by a deputy manager. Further support was provided by an external consultant. We found the service had made improvements through the introduction of a wide ranging system of checks, reviews and audits to improve service provision. These included spot checks by the manager and deputy, regular reviews of care records and regular audits in areas such as medicines, environment, health and safety, nutrition and infection control.

We carried out checks in a random selection of these areas, including risk assessments and medicines, to ensure the audits provided a true reflection of what was happening in the service. We spoke with staff who spoke positively about the manager and improvements that were taking place. We were satisfied the provider had made sufficient improvements to meet the Regulations.