

Risedale Estates Limited

Risedale at Lonsdale Nursing Home

Inspection report

Risedale at Lonsdale, Albert Street,
Barrow In Furness, Cumbria LA14 2JB
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Ratings

Overall rating for this service

Good



Is the service responsive?

Good



Overall summary

We carried out an unannounced comprehensive inspection of this service on 27 November 2014 at which a breach of legal requirements was found. This was because some aspects of the service were not responsive to people's needs. Care was not always planned and delivered in a way that met people's needs and ensured their welfare. Some information in people's care records was inaccurate, this meant care staff did not always have accurate information about how to support people. We also found that action was not always taken promptly when a person's needs changed.

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 the 23 March 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 Risedale at Lonsdale Nursing Home on our website at www.cqc.org.uk.

Risedale at Lonsdale Nursing Home provides accommodation for up to 42 people who need personal and nursing care. The home is close to the centre of Barrow-in-Furness and shares a site with Risedale at St Georges Nursing Home. Accommodation is provided on two floors and there is a passenger lift to help people to access the first floor. The home has a range of equipment suitable to meet the needs of people living there. The home mainly provides support to older people. There were 38 people living in the home when we carried out this inspection.

There was a registered manager employed in the home. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like

Summary of findings

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 the 23 March 2015, we found that the provider had followed their plan which they had told us would be completed by the 1 February 2015 and legal requirements had been met.

Everyone we spoke with told us that they were well cared for in this home. They told us that the staff knew the support they required and provided this at the time they needed.

Care records had been reviewed. Thorough assessments had been carried out of the support people needed. The staff in the home had accurate and up to date information about each person, the care they required and how to support people.

People were supported by appropriate specialist health care services. This helped to ensure they received the support they required to meet their needs.

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 responsive?

We found that action had been taken to improve how responsive the service was to people's needs.

People's care records had been improved. People could be confident that they would receive the support they needed because the staff had accurate and up to date information about how to care for them.

People who had complex needs were supported by appropriate specialist services this helped to ensure they received the care they required.

This meant that the provider was now meeting legal requirements.

Good



Risedale at Lonsdale Nursing 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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook a focused inspection of Risedale at Lonsdale Nursing Home on 23 March 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 27 November 2014 had been made. We inspected the service against one of the five questions we ask about services: is the service responsive. This is because the service was not meeting legal requirements in relation to that question.

The inspection was undertaken by one Adult Social Care Inspector.

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.

At our inspection we spoke with 15 people who lived in the home, two visitors, the registered manager, two nurses and four care staff. We observed care and support in communal areas, spoke with people in private and looked at the care records for eight people. We also looked at records that related to how the home was managed.

We also used the Short Observational Framework for Inspection (SOFI). SOFI is a specific way of observing care to help us understand the experience of people who could not talk with us.

Is the service responsive?

Our findings

Everyone we spoke with told us that they were well cared for in this home. People told us that the staff knew the support they required and provided this at the time they needed. One person told us, “The staff are wonderful, they look after me very well”. Another person said, “The staff know the care I need, the staff help me when I need it, I’m never left waiting”.

At our comprehensive inspection of Risedale at Lonsdale Nursing Home on 17 November 2014 we found that care was had not always been planned and delivered in a way that met people’s needs and ensured their welfare. One person had not been referred to specialist support services when their needs changed and some people’s care records did not show that their needs had been properly assessed. We also found that there was inaccurate information in some people’s care records. This meant staff did not always have accurate information about how to support people to ensure their needs were met

This was a breach of Regulation 9 Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

At our focused inspection on 23 March 2015 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 9 described above.

People told us they made choices about their lives in the home. One person said, “I do what I want, I can be in my room or sit in the lounge if I want, it’s up to me”.

We looked at the care records for eight people. We saw that the support people required had been thoroughly reassessed since our last inspection. We saw that any changes to a person’s needs were clearly recorded. The records gave the care staff clear and up to date information about each person’s needs.

We saw that the needs assessments had been used to develop a plan that set out how staff were to support the person. The care plans had been reviewed following our last inspection at the home. We saw that they gave staff detailed and accurate information about how to support each person to meet their needs.

The care staff we spoke to told us that the care plans gave them the information they required to support people. They said that, as well as reading the care plans, the nurses on duty informed the care staff if there were any changes to the support a person required.

The registered manager told us all that all staff had completed additional training in care planning. This was confirmed by the staff we spoke with and the training records we looked at.

The care records showed that people had been supported to see specialist health care services in a timely way as they required this. We saw that people had been referred to a range of services, appropriate to meet their needs such as the dietician and speech and language therapist. Where specialist services had been included in assessing an individual’s needs we saw the advice they had given had been used to develop an up to date care plan. This ensured people received the support they needed.