

# The Fremantle Trust The Gables

## Inspection report

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## Ratings

### Overall rating for this service

Good



### Is the service effective?

Good



## Overall summary

We carried out an unannounced comprehensive inspection of this service on 6 and 10 November 2014. A breach of legal requirements was found. This was because staff did not receive appropriate supervision and appraisals to ensure they were appropriately supported in relation to their responsibilities.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to the breach.

We undertook this focused inspection 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 that requirement.

The Gables is a care home which provides support for up to seven people with learning disabilities. The home had a registered manager 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.

During our visit on 16 April 2015, we found the provider had followed their plan to make improvements at the home. Staff were now receiving supervision to discuss how they were working and any developmental needs. Appraisals had also been carried out, to assess how staff had performed over the previous year.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Icknield Court on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

# 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.

People were cared for by staff who received appropriate support to make sure they met their needs.

This meant the provider was now meeting legal requirements.

**Good**



# The Gables

## 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 checked 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 announced focused inspection of The Gables on 16 April 2015. We gave the home four hours' notice of our visit. This was to make sure a manager would be available to provide us with access to staff development files.

The inspection was done to check that improvements had been made to meet legal requirements planned by the

provider after our comprehensive inspection on the 6 and 10 November 2014. The team 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 one legal requirement.

The inspection was undertaken by one inspector. Before our inspection, we reviewed the information we held about the service, including the provider's action plan, which set out the action they would take to meet legal requirements.

During our inspection we spoke with the assistant manager and other staff. We looked at records including six staff development files and a spread sheet the registered manager maintained to show when supervision had taken place. We spent a short time observing the routine in the home after people returned from day services.

# Is the service effective?

## Our findings

During our comprehensive inspection of The Gables on 6 and 10 November 2014, we found the home did not have suitable arrangements in place for supporting staff through supervision and appraisals.

This was a breach of regulation 23 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 16 April 2015, we found the provider had taken action to improve the service. There was a record of an annual appraisal in five of the files we checked. These assessed how well staff had performed over the previous year and noted any training or further development they required. The assistant manager told us an appraisal had been carried out for the sixth person, although the record could not be located.

There was also evidence staff had received supervision from their line manager since our last visit. There were notes confirming discussions from these meetings, except in one case. This related to a member of staff who worked on an occasional basis at the home. The assistant manager was reminded they would need to make sure this member of staff received supervision too.

We spent a short time observing the routine in the home after people returned from day services. This provided opportunity to see staff were updated about changes to meeting people's needs, such as medicine regimes. Staff were confident and relaxed when speaking with the assistant manager and asking them questions. This showed staff also received direct support from senior staff whilst they were providing care to people.