

Abbeyfield Furness Extra Care Society Limited

Staveley House

Inspection report

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Ratings

Overall rating for this service

Good 

Is the service safe?

Good 

Is the service well-led?

Good 

Overall summary

We carried out an unannounced comprehensive inspection of this service on 22 October 2014 at which breaches of legal requirements were found. This was because medication was not managed safely and the systems used to monitor the safety and quality of the service had not ensured that people were protected from the risk of harm.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches. We undertook a focused inspection on the 7 May 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 these topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Staveley House on our website at www.cqc.org.uk.

Staveley House is a care home and provides accommodation and personal care for up to 38 older people. It is owned and operated by the Abbeyfield

Furness Extra Care Society Limited, through a volunteer executive committee and is a member of the national Abbeyfield charity. The home is on the edge of a residential housing estate, on the outskirts of Dalton-in-Furness, Cumbria. It is a purpose built two-storey building, with a range of equipment to assist people to move around the home. There were 35 people living in the home at the time of 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 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 7 May 2015, we found that the provider had followed their plan which they had told us would be completed by the 28 February 2015 and legal requirements had been met.

Summary of findings

Everyone we spoke with told us that Staveley House provided a good standard of care. One person said, “This is a good place to live, I like it and I feel very safe here”. Another person said, “All care homes should be like this, we get excellent care”.

People told us that they received the support they needed with their medicines. The procedures for storing and managing medicines had been improved. We found that checks were carried out to ensure medicines were stored at the right temperature and were safe to be used. Staff who were responsible for handling medicines had

completed additional training in the safe management of medicines. The records of medicines that had been given to people were correctly completed. Safe systems were in place to protect people from the unsafe use of medicines.

We found that the systems to monitor the quality of the service had improved. Checks had been carried out on the management of medicines to ensure people received their medicines safely and as prescribed by their doctor. Checks had also been carried out on people’s care records to ensure they were reviewed, properly completed and gave care staff accurate information about how to support people. The processes for assessing the safety and quality of the service ensured that people were protected against the risk of harm.

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 safe?

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

Medicines were managed and stored safely. People received their medicines in a safe way.

Medicines were stored at the recommended temperatures to ensure that they were safe and effective.

This meant that the provider was now meeting legal requirements.

Good



Is the service well-led?

Action had been taken to improve how the service was led.

The processes used to monitor the quality and safety of the service protected people from the risk of harm.

The registered manager and senior care staff carried out robust checks on the service to ensure people received safe care that met their needs.

This meant that the provider was now meeting legal requirements.

Good



Staveley 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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook a focused inspection of Staveley House on 7 May 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 22 October 2014 had been made. We inspected the service against two of the five questions we ask about services: is the service safe and is the service well-led. This is because the service was not meeting legal requirements in relation to those questions.

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 12 people who lived in the home, one visitor, the registered manager and four care staff. We observed care and support in communal areas, spoke with people in private and looked at the care records for four people. We also looked at records around the storage and administration of medicines and records that related to how the home was managed.

Is the service safe?

Our findings

Everyone we spoke with told us that they felt safe living at this home. One person said, “This is a good place to live, I like it and I feel very safe here”. Another person said, “The staff keep you safe”. People told us that they liked living at Staveley House and received the support they needed to take their medicines.

At our comprehensive inspection of this home on 22 October 2014 we found that people had been placed at risk because their medicines were not managed safely. One person had been given medicine that was out of date and may have been harmful or ineffective. Another person had not had their medication administered as prescribed by their doctor. We also found that medicines were not stored safely as the temperatures of the fridge and storage area for medicines had not been maintained within the recommended range. This meant some medicines may not have worked properly.

People were not protected against the unsafe use of medicines. This was a breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 7 May 2015 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 13 described above.

People told us that they received the support they needed with their medicines. One person said, “The staff handle my medicines, they know what I take and when and they make sure I get the right tablet at the right time”. We also saw that people who wished to were supported to manage their own medicines.

We looked at how medicines were stored and at the records of medicines that had been given to people. We saw that checks were carried out to ensure that the medicines given to people were not out of date. The staff recorded when medicines were opened and followed the manufacturers’ instructions about how long opened medicines were safe to be used. This ensured people received medicines that were safe to be used.

We found that medicines were stored at the correct temperature to ensure they remained safe and effective. A new fridge had been purchased to store medicines that required refrigeration. The area used to store medicines had been adapted to ensure that medicines were stored at the recommended temperature. Staff in the home had checked the temperature of the fridge and of the medicines storage area. We saw records of these checks that showed that the temperatures were kept within the recommended ranges for the safe storage of medicines. People could be confident that their medicines were stored as recommended by the manufacturer.

Staff who were responsible for handling medicines told us that they had completed additional training in the safe management of medicines. They told us how they ensured medicines were administered and stored safely. We saw that the records of medicines that had been given to people were correctly completed.

Senior staff in the home had carried out their own checks on the storage and administration of medicines. We saw that they had identified any issues and taken action promptly to ensure that these were addressed. Safe systems were in place to protect people from the unsafe use of medicines.

Is the service well-led?

Our findings

People who lived at Staveley House told us that they were included in decisions about their care and that they were asked for their views about the service. Everyone we spoke with told us that they thought the home provided a good quality of service. One person said, “All care homes should be like this, we get excellent care”. Another person told us, “The home has a very good reputation in the area, that’s why I decided to come here”. A staff member we spoke with said, “This is the best care service I have ever worked in”.

At our comprehensive inspection of Staveley House on 22 October 2014 we found that the systems used to monitor the safety and quality of the service had not protected people from the risk of harm. We found that medication was not managed safely and the registered provider had not checked that people’s care records held accurate information or that support was provided as stated in people’s care records.

The registered provider did not have an effective system to assess and monitor the quality of the service and to protect people from the risk of inappropriate or unsafe care. This was a breach of Regulation 10 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 7 May 2015 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 10 described above.

We found that the systems used to check the safety and quality of the service had been improved. The registered manager and senior care staff had carried out checks to ensure that medicines were stored and handled safely. We saw that these checks had identified issues promptly and appropriate action had been taken when concerns were found. The checks ensured that medication was managed properly and protected people from the unsafe use of medicines.

We saw that a formal system to check people’s care records had been introduced. Senior staff in the home had carried out regular audits of the care records to ensure that the information about the support people required was accurate and up to date. This meant that the staff in the home had the information they required to support people in a safe way. The records we looked at showed that people had received the support identified in their care plans.

The improvements to the processes for assessing the service meant that people were protected against the risk of harm. People who lived at the home could be confident that they would receive the care and medicines they needed in a safe way that met their needs.