

Stoke House Care Home Ltd

Stoke House Care Home

Inspection report

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

This unannounced focused inspection took place on 2 November 2016. Stoke House Care Home provides accommodation over two floors for up to 46 older people who require residential and nursing care and treatment, some of whom are living with dementia. At the time of our inspection 20 people were living at the service.

We carried out an unannounced focused inspection of this service on 3 August 2016 as we had received concerns in relation to how people were supported with their mobility. A breach of regulation was found and we issued a warning notice as we were concerned about people's safety.

We undertook this focused inspection to confirm that the provider had met the requirements of the warning notice. 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 Stoke House Care Home on our website at www.cqc.org.uk.

The service had a registered manager in place at the time of our inspection. 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 last inspection on 3 August 2016, we asked the provider to take action to ensure people were protected from the risk of harm. This was because there was a lack of adequate risk assessment and monitoring in relation to people's moving and handling support needs. We also found that staff had not received sufficient training and guidance in order for them to support people safely with their mobility. For this reason we issued a warning notice which required the registered provider to ensure they meet the legal requirements of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this inspection, we found that the required action had been taken by the provider to ensure people were supported with their moving and handling requirements safely.

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 people's safety in relation to moving and handling.

People's risk assessment and care plans contained sufficient guidance for staff. We observed staff followed the guidance contained within people's care plans.

Staff had received recent training in moving and handling and we saw that equipment was available and regularly checked to ensure it was safe to use.

We could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

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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.

We undertook an unannounced focused inspection of Stoke House Care Home on 2 November 2016. The inspection was carried out to check that improvements to meet legal requirements following our focused inspection on 3 August 2016 had been made. We inspected the service against one of the five questions we ask about services: is the service safe? This is because Stoke House Care Home was not meeting a legal requirement and we had taken enforcement action which required the service to improve.

The inspection was undertaken by one inspector. During the inspection we spoke with four people who were living at the service and viewed the care records of seven people. We spoke with two members of care staff, the care team leader, the training co-ordinator and the registered manager. We observed staff providing support to people with their mobility in communal areas of the service. We also looked at records relating to the running of the service, such as staff training records and accident and incident records.

Is the service safe?

Our findings

At our last inspection on 3 August 2016 we asked the provider to take action to ensure that people were safe from harm. This was because there was a lack of adequate risk assessment and monitoring in relation to people's moving and handling support needs. We also found that staff had not received sufficient training and guidance in order for them to support people safely with their mobility. Moving and handling of people is a regular task in health and social care, which if not done safely, can cause serious injury to people who use the service and the staff who support them. During this inspection, we found that improvements had been made to ensure that the risk of harm to people was reduced.

People told us that staff supported them to mobilise safely. One person pointed to the equipment staff used to support them to mobilise and confirmed that staff always used this equipment. They told us that two staff were always available to support them and that staff were knowledgeable and they felt safe. They said, "They have always got very well trained and experienced staff." Another person told that they were confident with the support provided by staff. They said, "Oh yes (feel confident with staff support). I didn't at first but I do now."

The registered manager told us that since our last inspection, three full day training sessions in moving and handling had been provided by external trainers. We looked at training records which confirmed that the majority of staff had attended one of these training sessions. The registered manager confirmed that a further session would be arranged for newly recruited staff and those staff who had been unable to attend previously arranged sessions.

We looked at certificates of attendance for staff who had attended training on moving and handling which showed that the training covered a range of information such as; risk assessment, safe use of equipment and unsafe techniques. Staff we spoke with who had attended the training confirmed that the training provided them with sufficient guidance. Staff were able to tell us about what checks they would carry out before supporting a person with their mobility to ensure it could be done so safely. The registered manager told us that the training would be provided annually during which staff would be required to demonstrate safe moving and handling techniques.

Staff also told us that care plans and risk assessments contained sufficient guidance about people's moving and handling requirements. One staff member told us, "We now have a book (containing details of the equipment that each person requires and how this should be used), it's a lot better, we can check information if we are not sure." Another member of staff said, "Staff know who has what sling. Everyone has their own slings and staff know what size people require."

We looked at the care records for some people who required a high level of support to help them mobilise around the service and transfer from one position to another. The registered manager told us that everyone at the service had been reassessed since our last visit to ensure that people had the right equipment. We found that people's care plans and risk assessments had been updated to include information about the type and size of sling which should be used. Slings have different length loops for attachment to the hoist to

increase the persons comfort and to alter positioning. The person should be assessed for the correct loops so that an individual is not at risk of slipping from the sling. We found that people's care plans contained this information.

A range of slings were available on the day of our visit. We observed staff supporting people to transfer and saw that they used the equipment which was identified in people's care plans. Records confirmed that checks of equipment were carried out on a regular basis to ensure it remained safe to use.

We checked accident and incident records and saw that incidents relating to falls had been analysed for any trends and individual actions taken following incidents had been recorded. We found that people's care plans had been updated when required to ensure that information remained current.