

# The Cinema And Television Benevolent Fund Glebelands

## Inspection report

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### Ratings

#### Overall rating for this service

Good



#### Is the service safe?

Good



### Overall summary

This inspection took place on 3 November 2015 and was unannounced. We carried out an announced comprehensive inspection of this service on 9 and 10 June 2015. A breach of legal requirements was found. Those requirements were in relation to deploying sufficient numbers of suitably qualified, competent, skilled and experienced persons, especially with regard to mealtimes. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements.

We undertook this focused inspection to check the service had followed their plan and to confirm that they now met legal requirements. 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 Glebelands on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Glebelands is a care home with nursing that provides a service to up to 42 older people.

The service had a registered manager. 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. The registered manager was present for the inspection.

The provider had addressed the concerns identified at the last inspection.

People received the care and support they needed at the time they needed it. Improvements had been made to the deployment of staff during mealtimes. The lunchtime meal was unhurried, well organised and relaxed. It provided an enjoyable social occasion for the people living at the service.

# 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?**

The service was safe.

We found the provider had addressed the concerns we noted at the last inspection. Staff were deployed to ensure people received the care and support they needed at the time they needed it.

**Good**



# Glebelands

## Detailed findings

### Background to this inspection

This inspection was carried out under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We undertook an unannounced focused inspection of Glebelands on 3 November 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 9 and 10 June 2015 inspection had been made. We inspected the service against one of the five questions we ask about services: is the service safe. This is because the service was not meeting some legal requirements.

This inspection was carried out by one inspector and took place on 3 November 2015.

We did not ask the provider to complete a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service,

what the service does well and improvements they plan to make. Before the inspection, we reviewed all the information held about the provider. This included previous inspection reports, the action plan sent to us by the provider after the last inspection and notifications the registered manager had sent us. A notification is information about important events which the service is required to tell us about by law.

We spoke with 10 people living at the service and two relatives. We also spoke with the registered manager, the deputy manager, the support services manager, the chef, two members of kitchen staff, a registered nurse and ten care staff.

We looked at staff meeting minutes, resident and relative meeting minutes and the welfare committee meeting minutes.

# Is the service safe?

## Our findings

At the last inspection on 9 and 10 June 2015 we found a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We found the provider had not deployed sufficient numbers of suitably qualified, competent, skilled and experienced persons in order to meet the requirements of the fundamental standards, especially at mealtimes.

At this inspection we found the provider had addressed the breach and systems had been put in place to make sure that people received the care and support they needed at the time they needed it.

Following our last inspection the management had introduced a number of changes to staff deployment at lunchtimes. The changes had been made in August 2015. People who use the service, their relatives and staff were all involved in the implementation and ongoing monitoring of the changes.

The changes included having the registered nurse in charge responsible for overseeing the lunchtime period. The meal service had been divided into two sittings, with lunch in the dining room served at 12.30pm and then lunch served to those in their rooms from 1pm. Staff were allocated areas to work in for the meal period and meals were served directly from the hot trolley by the chef and taken straight away to people waiting for their meal. The hot trolley was in the dining room at 12.30pm and then moved to the first floor for 1pm. The change in meal service meant staff were able to focus on smaller numbers of people at each sitting, improving their mealtime experience.

During our observation in the dining room we saw meals were served promptly and people were served with their courses at the same time at each table. Thought had been given to rearranging the tables and people sitting on each table were chatting to each other. There were five people in the dining room needing full assistance with eating their meal. Staff had been allocated to those people and all were sitting in a quieter area of the dining room with one to one assistance from staff. Staff were sitting with the people and chatting as they helped them with their meal. People looked engaged and were joining in the conversations.

We saw the same level of assistance and interaction taking place with people in their own rooms. Their meals were served hot and those needing assistance had staff with them on a one to one basis. Staff were interacting with people as they had their meals and any people needing assistance received it when they needed it. Throughout the home the lunchtime period was calm, well organised and relaxed. Care staff and kitchen staff worked closely together throughout the meal to ensure the experience was enjoyable for each person. Staff had also been allocated to answer call bells and help people with other care needs. Any call bells that rang during the meal time were answered promptly.

People we spoke with told us they were enjoying their lunch and said the food was lovely. One person told us: "Now we know what time you will get lunch – much better." A relative commented that lunchtime was: "Much improved. More carers in the dining room, the food is hotter. More relaxed and less chaotic."

Staff we spoke with all told us they thought the changes were an improvement. They liked the organisation and all felt it had improved meals times for people living at the home. Staff told us they had been involved in the changes and one staff member described how they had made a suggestion for a small change that the management had listened to and implemented to see if it worked. Staff all thought people had benefitted from the changes. Staff told us they enjoyed sitting and chatting with people as they had their lunch and had also found more people liked to go to the dining room rather than stay in their rooms. One staff member told us people were getting to know other people living at the home more and felt people got more staff attention at lunchtime. Staff also liked the feeling of teamwork that had developed and one staff member particularly liked meeting with and assisting people they did not usually care for. Staff comments included: "It's much better, it's working.", "It works well for staff as well as residents. We are able to talk to residents more.", "I love my job. It's like a restaurant, I really enjoy mealtimes.", "Things run smoothly now. Although there are not more staff it feels like it." and "It's better now, it's a big difference. The residents are happier."