

South Tyneside MBC Clasper Court

Inspection report

Clasper Court Extra Care
Heron Drive
South Shields
Tyne and Wear
NE33 1LN
Tel: 0191 456 6591

Date of inspection visit: 10 December 2015
Date of publication: 15/01/2016

Overall summary

We carried out an announced comprehensive inspection of this service on 9 and 16 March 2015. A breach of legal requirements was found because staff had not received some necessary training to enable them to deliver care to people safely and to an appropriate standard. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach of the regulations relating to the provision of essential training for staff.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met

the 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 Clasper Court on our website at www.cqc.org.uk.

We found the assurances the registered provider had given us in the action plan had been met. Training records confirmed staff had now completed the overdue moving and handling, and food hygiene training they needed. A colour coded matrix displayed on the wall to identify when future update training was required.

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. Staff had completed essential training to help them fulfil their caring role.

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

Clasper Court

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, 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 unannounced focused inspection of Clasper Court on 10 December 2015. This inspection was

done to check that improvements the registered provider planned following our comprehensive inspection in March 2015 had been made. We 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 some legal requirements.

The inspection was undertaken by one inspector. During our inspection we looked at training records for staff employed at the service. We also spoke with the new manager for the service.

Is the service effective?

Our findings

During our last inspection in March 2015 we found staff had not received some training the registered provider had identified as essential for staff to complete. In particular, some staff had not completed moving and handling, and food hygiene training. For instance, 6 out of 14 staff had not completed moving and handling training. We also found one of these staff members had been involved in an incident relating to inappropriate moving and handling. 2 out of 14 staff had not completed food hygiene with a further three staff due at the time of our inspection. This meant people were at risk of unsafe care because staff had not completed all of the training they needed to support people appropriately.

We reviewed the action plan the provider sent to us following our last inspection. This gave assurances action

would be taken to provide moving and handling, and food hygiene training for staff who required this training. The registered provider told us these actions would be completed by 30 June 2015.

We found the assurances the provider had given in the action plan had been met. The new manager confirmed staff had now completed the training they needed to provide appropriate care for people. During our inspection we viewed the registered provider's training matrix. We also checked a selection of staff training files to review staff member's training certificates. These confirmed staff had now completed the overdue training. The new manager had a colour coded training matrix displayed on the wall to identify when future training was required. In this way training should be updated in a timely manner. This meant staff now had the training they needed to care for people safely and effectively.