

Northway House Residential Home Limited

Northway House Residential Home

Inspection report

96-98 Kingston Road
Taunton
Somerset
TA2 7SN

Tel: 01823253999

Date of inspection visit:
31 March 2018

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01 May 2018

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

During the inspection in November 2017, we found one person had a choking risk. The service had failed in assessing the relevant risks to the health and safety of this person and had failed to do all that was reasonably practicable to mitigate the identified risk. This was because the person had not been referred to a speech and language therapist for an assessment, support or guidance in a timely manner. The person's nutritional plan had not been updated with information about the risks. The person's diet had not been modified to make it easier for them to swallow.

During this inspection, we found the registered manager had made the required improvements. The registered manager had referred the person to a speech and language therapist for assessments and guidance. This information had been used to inform risk assessments and care plans. The assessments we looked at were clear. They provided details of how to reduce risks by following the guidelines or the person's care plan. Both the care plans and risk assessments we looked at had been reviewed regularly.

All staff we spoke with were aware of the person's nutritional needs and preferences. Staff said, "We're aware of [name's] needs and the risks of choking", "All staff have been trained what to do and there's an emergency bell on the wall" and, "Since we've been reminding [name] not to eat too fast and drink, they've been fine." Staff who worked in the kitchen were aware of the person's needs and said, "We know how to prepare food for [name] and staff observe."

We observed lunch. Staff discreetly observed the person and reminded them to take drinks regularly. After lunch we spoke with the person who told us, "I can eat what I want, I have choices what I eat and staff help me."

The registered manager told us, "Learning from this has led to the initial assessment form being updated. We also get more information from professionals."

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 remains Requires Improvement.

The registered manager had involved other healthcare professionals to assess the risks of choking. Staff had clear guidance about the risks of choking.

Requires Improvement ●

Northway House Residential Home

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 Northway House Residential Home on 30 March 2018. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 7 November 2017 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.

No risks, concerns or significant improvement were identified in the remaining Key Questions through our on-going monitoring or during our inspection activity so we did not inspect them. The ratings from the previous comprehensive inspection for these Key Questions were included in calculating the overall rating in this inspection.

This inspection took place on 30 March 2018 and was unannounced. The inspection was carried out by one adult social care inspector.

We spoke with three people staying at the home. We spoke with the registered manager, the care manager and three staff members. We looked at one person's care records and associated documents and observed interactions between staff and people in communal areas.

Is the service safe?

Our findings

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