

# London Residential Healthcare Limited Albany Lodge Nursing Home

## Inspection report

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11 December 2016

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 6, 7 and 14 September 2016. After that inspection we received concerns in relation to staffing levels at weekends. As a result we undertook a focused inspection to look into those concerns. This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Albany Lodge Nursing Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We received concerns that staffing levels had been poor over the weekend especially on Sundays. We undertook a focused inspection on 11 December 2016 to check staffing levels on each floor. At our previous inspection we saw staffing levels had improved and the way the registered manager monitored staffing across the service was getting better. However, we felt there were still improvements to be made to the way staffing levels were determined and monitored. During this focused inspection we found staffing levels were adequate. Staff allocated to each floor were found to be working where and when they should be.

## 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 there was an adequate number of staff working when we carried out our focused inspection. Staff on the allocation rota were working where and when they should be.

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** ●

# Albany Lodge Nursing Home

## **Detailed findings**

### Background to this inspection

We undertook an unannounced focused inspection of Albany Lodge Nursing Home on 11 December 2016. We conducted this inspection following concerns received that staffing levels were poor over the weekend period.

We inspected the service against one of the five questions we ask about services: is the service safe.

The inspection was undertaken by two inspectors. During our inspection we spoke with the registered manager, 19 staff and four nurses.

## Is the service safe?

### Our findings

At our previous comprehensive inspection we saw staffing levels had improved and the way the registered manager monitored staffing across the service was getting better. However, we felt there were still improvements to be made to the way staffing levels were determined and monitored.

After our inspection we had received concerns that staffing levels were poor over weekends especially on a Sunday. We carried out this inspection to look at these concerns. We spoke to each staff member on each floor and confirmed their name and shift for the day. We later compared this information with the staff allocation sheet and found each member of staff we had spoken to was working where they had been allocated for the shift specified.

During our inspection we observed there was an adequate number of staff on duty. Staff were visible and able to assist people as and when they needed it. We will look at staffing again during our next comprehensive inspection.