

Conewood Manor Care Limited

Conewood Manor Nursing Home

Inspection report

60 Dunmow Road
Bishops Stortford
Herts CM23 5HL
Tel: 01279657933
www.conewoodmanor.co.uk

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Overall summary

We carried out an unannounced comprehensive inspection of Conewood Manor Nursing Home on 05 May 2015 at which a breach of regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was found. This was because there were insufficient numbers of suitably qualified, competent, skilled and experienced staff available to meet the needs of the people who used the service.

Following the comprehensive inspection, the provider wrote to us on 30 June 2015 to tell us how they would make the required improvements to meet the legal requirements. We undertook a focused inspection on the 15 October 2015 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 this regulation. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Conewood Manor Nursing Home on our website at www.cqc.org.uk

Conewood Manor Nursing Home accommodates up to 42 older people, some of whom live with dementia. At the time of our inspection 39 people lived at the home.

The home 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 and associated Regulations about how the service is run.

At our focused inspection on 15 October 2015, we found that the provider had followed their action plan which they had told us would be completed by 30 September 2015 and the legal requirement had been met. There were sufficient suitably qualified, competent, skilled and experienced staff members available to meet the needs of the people who used 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 and the provider was now meeting legal requirements

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for the 'safe' domain at the next comprehensive inspection.

Requires improvement



Conewood Manor Nursing 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 was 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 a focused inspection of Conewood Manor Nursing Home on 15 October 2015. This inspection was completed to check that improvements had been made to meet legal requirements after our comprehensive inspection 05 May 2015. We inspected the service against

one of the five key questions we ask about services: is the service safe. This is because the service was not meeting legal requirements in relation to these questions. The inspection was undertaken by one inspector.

Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements and we spoke with the local authority commissioning team.

During the inspection we spoke with three people who used the service, the registered manager, the provider, two members of the nursing staff and four care staff. We spoke with two visiting relatives during the course of our inspection visit and spoke with four others on the telephone subsequent to our visit to obtain their views about the staffing levels.

Is the service safe?

Our findings

At our comprehensive inspection of Conewood Manor Nursing Home on 05 May 2015 we had identified a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We had found there were insufficient numbers of suitably qualified, competent, skilled and experienced staff available to meet the needs of the people who used the service.

At our focused inspection 15 October 2015 we found that the provider had followed the action plan they had put in place to meet shortfalls in relation to the requirements of Regulation 18 described above. The manager was able to show that additional staffing resources had been provided. For example, catering assistants had been employed to provide people with drinks and snacks and to support people to eat their meals. This helped to free up care staff members to be able to concentrate on delivering personal care. An additional staff member had been rostered to be on duty at peak times in the morning and evening to ensure that everyone received the support they needed in a timely manner. Nursing staff also now assisted the care staff in providing people's personal care once medicines administration had been completed.

At our inspection in May 2015 people who used the service told us that staff rushed through their care and support and that life at the home was often hectic. At this inspection people told us that there were plenty of staff available to provide them with help when they needed it. One person said, "They are marvellous, I don't know what I would do without them." However, some people were less positive and said that whilst they no longer felt that staff rushed through their care they sometimes had to wait for support. They told us, "It's not their fault, if they are busy helping someone else they can't help it."

At our previous inspection people's relatives told us that they were not completely satisfied with the staffing levels in the home. Relatives who were visiting people at the home on the day of this inspection told us that they were satisfied

with the care and support provided by the staff team. One person said, "The staff have been absolutely brilliant. We can always talk with the nursing staff, they always make time for us. There are always plenty of staff around doing things with people. If I had to score the home out of a 100 it would be 100 plus. The staff are affectionate, kind and caring."

Subsequent to our inspection visit we spoke with relatives of four people who used the service by telephone to discover their views of the staffing levels at the home. They told us that they felt there were enough staff available at Conewood Manor Nursing Home to meet the needs of the people who lived there. One person told us, "There are always enough staff available whatever time of day I go there and the manager is always available if you need him." Another person said, "My [relative] is perfectly happy there. They are looked after really well, it is a very good home, I cannot think of any way of improving it."

Staff told us that they felt there were now enough staff available to meet the needs of people. One staff member said, "There are the odd occasions when I have to wait for someone to help me assist a person to move with a mechanical hoist but this is not usual."

Our observations on this day were that the home was calm and that people received their help from staff in an unrushed way. We did not hear call bells ringing for long periods of time and staff had the time to stop and speak with people.

The manager said that the additional catering assistant post that had been created had a positive impact on care staff availability and the nurses assisting with care had also achieved good results. We asked the manager how they would ensure that the improvements they had introduced were sustainable and effective. The manager reported that they would monitor the staffing levels and invite people and their representatives to complete satisfaction surveys on a six monthly basis and invite feedback at quarterly meetings held for people who use the service and their relatives.