

Mr. Gordon Phillips

Croham Place

Inspection report

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●

Summary of findings

Overall summary

We carried out a focused inspection of Croham Place on 22 February 2017. The inspection was unannounced.

At our previous inspection in June 2016, we found a breach of legal requirements because the provider did not have appropriate arrangements in place to ensure people were protected from the risk of abuse. The provider sent us a report stating what they would do to meet legal requirements in relation to the breach.

Our inspection on 22 February 2017 was carried out to check the provider was now meeting the legal requirements. This report only covers our findings in relation to this topic. You can read the full report from our last comprehensive inspection, by selecting the 'All reports' link for Croham Place on the Care Quality Commission (CQC) website.

Croham Place is a home which is registered to provide nursing and personal care for adults who have a range of complex needs. The service is divided into three separate units. The largest is the Manor which is home to 13 physically disabled adults with complex needs requiring nursing intervention. The Beeches is a house for eleven men with acquired brain injuries (ABI) and behaviours that may challenge others. The Nightingales is a bungalow shared by two people with autistic spectrum disorders. At the time of our inspection there were 26 people living in the home.

The service had a registered manager. A registered manager is a person who has registered with the CQC to manage the service. Like registered providers, they are "registered persons". Registered persons have a legal responsibility for meeting the requirements of the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At our inspection on 22 February 2017, we found the provider had made the required improvements and the legal requirements were met. The provider had appropriate arrangements in place to help ensure people were protected from abuse. The bank and agency staff we spoke with understood their responsibility to protect people from abuse and had good knowledge of how to do so.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

People felt safe living at the home. The provider had appropriate arrangements in place to help ensure that people were protected from the risk of abuse.

Staff had good knowledge of how to identify the signs of abuse and report any concerns.

Croham Place

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 took place on 22 February 2017 and was unannounced. The inspection was carried out by a single inspector.

This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection in June 2016 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 the legal requirements in relation to this question.

Before the inspection on 22 February 2017, we reviewed all the information we held about the service. This included routine notifications sent by the provider about issues affecting people using the service, the provider's statement of purpose and the previous inspection report.

During the inspection we spoke to two people living in the home, three staff members and the registered manager.

Is the service safe?

Our findings

At our previous inspection in June 2016, we found that staff employed by the service had been trained in safeguarding adults and had good knowledge of how to identify abuse and report any concerns. However, because of a shortage of employed staff, the provider regularly used agency staff and we found that their knowledge of how to protect people from abuse was limited. They did not know the types or signs of abuse or the action to take if they had any concerns about a person's safety.

During our inspection on 22 February 2017, the bank and agency staff we spoke with understood their role and responsibility in relation to protecting people from abuse. They were reminded of their responsibility at staff handover. They had been trained in safeguarding adults and had a good knowledge of the types of abuse people could face. They also knew the signs which would indicate that abuse was taking place, who to report any concerns to within the service and how to escalate the reporting of any concerns to outside agencies.

People told us they felt safe from abuse. One person told us, "I'm happy here and I'm safe. If I felt threatened I would tell [the manager] or my social worker." Another person smiled as they told us they felt safe living in the home and would tell their family if anything was wrong.

Safeguarding information was clearly displayed around the home for people living there, their relatives and staff. The home had policies and procedures in place to guide staff on how to protect people from abuse which staff were familiar and knew how to apply. Employed staff had also been trained in safeguarding adults and their understanding of their learning was checked by members of the management team. They knew how to recognise abuse and report any concerns internally and externally.

The provider sent appropriate notifications regarding safeguarding issues to the CQC and the relevant local authority safeguarding team in a timely manner. The registered manager co-operated with local authority safeguarding fact finding enquiries and there was a system in place to record, report and analyse incidents and accidents.