

Maples Care Home (Bexleyheath) Limited

# Maples Care Home

## Inspection report

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### Ratings

Overall rating for this service

Requires Improvement ●

Is the service responsive?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 27 and 28 January 2016. A breach of legal requirements was found in respect of records; accurate records had not always been maintained and there was therefore a risk of people not receiving the care they needed.

After the comprehensive inspection, the provider sent us an action plan to say what they would do to meet legal requirements in relation to this breach. We undertook this unannounced focused inspection on 24 June 2016 to check that they had followed their action plan and to confirm that they now met legal requirements.

At this focused inspection we looked at aspects of the key question 'Is the service responsive?' This report only covers our findings in relation to the focused inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Maples Care Home' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Maples Care Home is a large residential home which provides long term residential care and support, nursing care, dementia care and respite services for up to 75 people.

There was no registered manager in place. The current manager had been employed since February 2016 and was in the process of applying to become 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 2008 and associated Regulations about how the service is run.

At this inspection we found that people's care records were accurate and reflected their current needs and preferences to guide new and unfamiliar staff. There was a system to audit and check that care plans remained accurate and reflected any changes to people's needs.

While improvements have been made and legal requirements are met, we have not been able to review the rating for this key question; to improve the rating to 'Good.' This was because at the previous inspection we found, although the provider met legal requirements, some improvements were needed in the provision of activities to meet people's needs for stimulation and social interaction. We did not inspect this area at this inspection but we will review our rating for the key question 'Is the service responsive?' at the next comprehensive inspection.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service responsive?

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' as there were other parts of the key question where some improvement had been required following the January 2016 inspection. We will review our rating for this key question at the next comprehensive inspection

We found improvements had been made to the record keeping at the service. People's care plans were up to date and were personalised, reflecting their current needs and preferences. The provider has therefore met all legal requirements in this key question.

**Requires Improvement** ●

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## **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. We carried out a focused inspection of Maples Care Home on 24 June 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 27 and 28 January 2016 had been made. We inspected the service against part of one of the five questions we ask about services: 'Is the service responsive?' This is because the service was not meeting all the legal requirements in relation to parts of that question at the last inspection.

The inspection was undertaken by one inspector and was unannounced. Before the 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. During the inspection we spoke with the manager, the clinical lead, a nurse and two care workers. We looked at eight people's care records and checked to see that the records accurately reflected the care they received.

# Is the service responsive?

## Our findings

At the last inspection on 27 and 28 January 2016 we had found breaches of regulations as people's care records were not always accurate and up to date. There was a risk people may therefore not receive the care they needed.

At this inspection people's care plans and risk assessments we looked at were all up to date, personalised and reflected each person's current needs. The care plans were regularly reviewed to ensure that any changes to people's needs, for example changes to mobility or skin integrity, were recorded along with guidance to staff on how to meet people's needs. People's individual preferences about their care were documented for new and unfamiliar staff to be able to follow. Where people were not always able to communicate we saw staff had implemented a 'This Is Me' booklet to record information about their life histories and preferences, as well as details about important events and people in their lives. This helped staff understand people's past experiences and personalities, and improve communication. For example, one person's booklet identified that they liked to 'help set the table', and another person liked to use the mobile library. Where appropriate relatives had been asked to contribute to the information. Staff also regularly updated the daily notes to provide an accurate picture of people's care.

Care plans contained guidance from health professionals, for example from the GP or tissue viability nurse. Each person's file contained a hospital grab sheet which had recorded important information about people's care needs to inform hospital staff. Care plans were regularly audited and checked to ensure they remained up to date and accurate. We found two recently completed audits had identified gaps in two care plans and these had been rectified when we checked.

Despite the improvements made it has not been possible to change the rating for this key question as we only looked at part of the key question at this inspection. We will review our rating at the next comprehensive inspection.