

Ashbourne Court Residential Care Home Limited

Ashbourne Court Care Home

Inspection report

Ashbourne Close
Ash
Aldershot
Hampshire
GU12 6AG

Tel: 01252326769

Date of inspection visit:
01 September 2017

Date of publication:
23 October 2017

Ratings

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

Summary of findings

Overall summary

This focussed inspection took place on 1 September 2017 at 11pm. The inspection was unannounced.

Ashbourne Court Care Home is registered to provide accommodation with personal care for up to 16 people, some of whom may be living with dementia. At the time of our inspection there were 15 people living at the service, 3 of whom were staying at the service for a period of respite care.

We carried out an unannounced comprehensive inspection of this service on 9 December 2017. After that inspection we received concerns in relation to the staffing levels provided at night. 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 Ashbourne Court Care Home on our website at www.cqc.org.uk

There was a registered manager in post. 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. The registered manager was not present during the inspection.

Sufficient staff were deployed to meet people's needs safely. One staff member was working a waking night shift and had access to a second staff member should they require additional support. People had risk management plans in place which gave guidance to staff on the support people required. Although staff knew the needs of permanent residents well, they were not always aware of the support people required who were staying at the service for a period of respite. The manager has assured us they are changing the system to enable staff to have a handover at the start of a night shift so they are aware of the needs and risks for people on respite.

Emergency protocols were in place to ensure that people would continue to receive a safe service in the event of an emergency. Staff understood the systems in place and were aware of evacuation procedures.

The service was last inspected on 9 December 2016 where no concerns were identified.

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.

There were sufficient staff available to meet people's needs.

Risk management plans were in place to keep people safe although staff were not fully aware of this information.

Plans were in place to ensure people would continue to receive safe care in the event of an emergency.

Ashbourne Court Care 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 checked 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 Ashbourne Court Care Home on 1 September 2017. This inspection was done due to concerns received relating to inadequate staffing levels within the service at night. The team inspected the service against one of the five questions we ask about services: is the service safe?

The inspection was undertaken by two inspectors. Prior to this inspection we reviewed all the information we held about the service, including data about safeguarding and statutory notifications. Statutory notifications are information about important events which the provider is required to send us by law. This enabled us to ensure we were addressing potential areas of concern at the inspection.

Due to the time of our inspection we were unable to speak to people living at the service. We spoke to two staff members during the inspection and with the registered manager following the inspection. We reviewed care records for three people, staff rota's, daily records and fire plans.

Is the service safe?

Our findings

There were sufficient staff deployed to meet the needs of the people living at the service. On our arrival at the service at 11pm we found that there were two staff members on duty. One staff member told us they were on a sleep-in shift and one staff member was working a waking night shift. There was a calm atmosphere and everyone was in bed and asleep. Staff told us that only one person required occasional support from two staff to help them to reposition although this was only on occasions when they were unable to reposition themselves. Should the person require this support during the night the sleep-in staff member would be called for assistance. Records viewed confirmed that other people were either independent with their personal care needs during the night or required assistance from only one staff member. Staff told us that they would not hesitate to wake the sleep-in member of staff should they need support during the night. Rota's for the previous six weeks showed that the above staffing levels were consistent and staff confirmed this was the case. One staff member told us, "We never have less staff than this. We work together to cover shifts and know we can rely on each other."

Information was available to staff regarding risks to people's safety and well-being. People's care records contained guidance to staff on how to support people in a safe way. This included information relating to people's anxiety and behaviours and how staff should provide reassurance. Staff were able to describe people's needs and risks in detail for those who were permanently living at Ashbourne Court. However, one staff member was unable to fully describe people's needs who were staying at the service for a period of respite care. They told us they were aware that one person could become anxious during the night. We observed they went to introduce themselves to the person when they knew they were awake. They told us, "I don't want them to wake up and be anxious and not recognise my face." With this exception they were unaware of people's needs and healthcare conditions. They told us they planned to read people's files but had not yet had the opportunity since starting their shift. However, when we arrived at the service the staff member was busy completing domestic tasks and had not prioritised reading people's care plans and risk assessments. The staff member assured us that they would do this and if any concerns arose during the night they would call the sleep-in staff member for assistance. Following the inspection the registered manager assured us that changes would be made to the handover information sheet to ensure that staff were fully aware of people's needs.

Plans were in place to ensure that people would continue to receive safe care in the event of an emergency. Care records showed that a personal emergency evacuation plan was in place which detailed the support each person would require in the event of an emergency. Staff we spoke to were clear on the measures they should take and how a phased evacuation would be conducted to ensure people were kept safe. They told us the fire system had recently been upgraded and enabled them to identify the exact area where an alarm had been triggered. This meant that people could safely be evacuated to a safe area of the building in an emergency. Plans and contact details were available for staff should the building be unsafe for use which detailed where people could be evacuated to. Staff had access to contact details for the provider should they need to contact them in an emergency of any kind.