

Castlegate House Rest Home Limited

Castlegate House Residential Home

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service effective?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 5 February 2015 and found that there was a breach of legal requirements. The service was not consistently effective because the registered persons did not operate reliable systems to ensure that people always had enough to eat and drink to promote their good health.

We completed an unannounced focused inspection on 16 July 2015. This inspection was undertaken to make sure that improvements had been made and that the breach of legal requirements had been addressed.

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 Castlegate House Residential Home on our website at www.cqc.org.uk.

Castlegate House Residential Home provides accommodation for up to 20 people who need personal care. The service provides care for older people some of whom live with dementia. There were 19 people living in the service at the time of our inspection.

There was 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 2008 and associated Regulations about how the service is run.

At this inspection we found that the registered persons had followed their action plan that they had told us would be completed by 1 May 2015. This action plan had enabled the registered persons to meet legal requirements.

Summary of findings

We found that the registered persons had robust systems to help people to eat and drink enough. This assistance included checking how much some people had eaten and drunk and helping them to dine safely by reducing the risk of choking. In addition, staff had sought guidance

from healthcare professionals when people needed special assistance such as having food supplements. These arrangements had enabled the registered persons to reliably provide people with the nutrition and hydration they needed.

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 effective?

We found that action had been taken to improve the way in which the service effectively met people's needs for care. This was because the registered persons had made arrangements to reliably provide people with the nutrition and hydration they needed.

This meant that the registered persons were now meeting legal requirements.

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

We will review our rating for "effective" at the next comprehensive inspection.

Requires improvement



Castlegate House Residential 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 registered persons were meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We completed an unannounced focused inspection of Castlegate House Residential Home on 16 July 2015. This inspection was undertaken to check that improvements to meet legal requirements planned by the registered persons after our comprehensive inspection on 5 February 2015 had been made. We inspected the service against one of the five questions we ask about services: Is the service effective? This was because the service was not meeting legal requirements in relation to that question.

Before our inspection we reviewed the information we held about the service. We reviewed notifications of incidents that the registered persons had sent us since the last inspection. In addition, we contacted local commissioners of the service to obtain their views about how well the service was meeting people's needs.

The inspection team consisted of a single inspector.

During the inspection we spoke with four people who lived in the service and two relatives. We also spoke with a senior care worker, the registered manager and the area manager. We observed care being provided in communal areas and looked at the care records for three people who needed extra assistance to eat and drink enough.

Is the service effective?

Our findings

At our comprehensive inspection on 5 February 2015 we found that the registered persons did not have robust arrangements to help ensure that people had enough to eat and drink to consistently promote their good health. In relation to the special care some people needed, there were shortfalls in identifying, providing and monitoring the support they received. Although the problems we noted had not resulted in people experiencing harm they had increased the risk that people would not have sufficient nutrition and hydration.

This was a breach of the Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to Regulation 14 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we found that the registered persons had followed the action plan they had prepared. The improvements they had introduced had met the requirements of Regulation 14 that we have described above.

People were provided with enough to eat and drink. A person said, “The staff do remind me that I need to keep my strength up by eating my meals. They do little things to encourage me such as making sure I have my favourite meals. They’re very good to me, if I have to be in a care home this is where I want to be.”

Some people received extra assistance to make sure that they were eating and drinking enough which included staff keeping a detailed record of how much they were eating and drinking. This was being done because staff had noted that these people sometimes decided not to eat and drink as much as might be expected and needed extra support. We noted that when necessary staff gave individual assistance to these people to eat their meals because they had difficulty using cutlery. We also noted that some foods were being specially prepared so that they were easier to swallow in order to reduce the risk of choking. In addition to this, staff were gently encouraging these people to drink enough.

Records showed that people had been offered the opportunity to have their body weight checked. This was done so that staff could identify any significant changes that might need to be referred to a healthcare professional. Records showed that healthcare professionals had been consulted about some people who had a low body weight. This had resulted in them being given food supplements that helped to increase their calorie intake.

Robust arrangements to identify people who needed extra help, providing assistance in a reliable way and monitoring this provision, had ensured that people received the nutrition and hydration they needed to promote their good health.