

Hydefall Limited

# Sutton Court Care Centre

## Inspection report

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10 April 2017

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## Ratings

Overall rating for this service

Good ●

Is the service caring?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 9 and 13 December 2016. We rated the service 'Requires improvement' overall and in two key questions we asked of providers, 'Is the service caring?' and 'Is the service well-led?'. A breach of legal requirement was found in regards to treating people with dignity and respect. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements. They stated they would take the necessary action to address the breach of regulation by 1 March 2017.

We undertook this focused inspection to check the provider had followed their plan and to confirm they have made the necessary improvements and now met legal requirements. This report only covers our findings in relation to those areas where improvements were required. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Sutton Court Care Centre' on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Sutton Court Care Centre can provide nursing and personal care for up to 63 older people. At the time of our inspection there were 60 people residing at the home, some of whom were living with dementia.

We found that sufficient action had been taken to address the previous breach of regulation and we observed people being treated with dignity and respect. Staff spoke to people in a polite and friendly manner and informed them before providing any support so the person was aware of what to expect. The management team had improved their quality assurance and monitoring processes to ensure staff treated people in a kind and considerate manner, including observing interactions as part of staff supervision.

The provider has taken sufficient action to improve the rating for the key questions 'Is the service caring?' and 'Is the service well-led?'. The rating for this service had improved from 'requires improvement' to 'good'.

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

We always ask the following five questions of services.

### Is the service caring?

Good ●

We found that action had been taken and improvements had been made. Staff interacted with people in a kind and friendly manner, and respected people's privacy and dignity. Staff had improved the way they communicated with people to ensure people were kept informed of what was happening and any support being provided.

### Is the service well-led?

Good ●

We found that action had been taken to improve the approach to monitor the quality of the service people received. There was a focus from the management team to ensure staff treated people with dignity and respect. Regular observations were undertaken by the management team to monitor staff's interactions with people.

# Sutton Court Care Centre

## **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 on 10 April 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 9 and 13 December 2016 had been made. The team inspected the service against two of the five questions we ask about services: 'Is the service caring? And Is the service well-led?'

The inspection was undertaken by one inspector.

During our inspection we spoke with three staff members, including the provider and registered manager. We undertook observations and used the Short Observational Framework for Inspection (SOFI) in the communal areas on each of the four floors. SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

## Is the service caring?

### Our findings

At our comprehensive inspection in December 2016 we identified that some staff did not always treat people in a caring and dignified way. This included one staff member using inappropriate language when speaking with a person using the service. We also identified that when staff were supporting people to eat they did not always maintain eye contact, explain what was on people's plates or engage people in conversations.

At this inspection we observed staff treating people with dignity and respect. Staff were friendly and polite when speaking with people and we observed a number of positive interactions. Staff used appropriate language and were aware of people's communication needs and level of understanding. When people needed assistance at mealtimes this was provided by staff. Staff engaged people in conversations throughout the meal and informed the person what was for lunch and what food was placed on each spoonful so they knew what to expect. Staff were patient and supported people at a pace dictated by the person. Staff listened to the person they were supporting and responded promptly to any requests made.

The provider was now meeting the breach of regulation we identified at our previous inspection in regards to treating people with dignity and respect.

## Is the service well-led?

### Our findings

At our comprehensive inspection in December 2016 when answering the key question 'Is the service well-led?' we gave the service a rating of 'requires improvement'. We found the provider did not have sufficient arrangements in place to ensure staff treated people in a respectful and dignified way.

Following our December 2016 inspection the provider took immediate action to address the concerns we identified in regards to one staff member using inappropriate language whilst speaking with a person using the service. The provider and registered manager had liaised with the local authority safeguarding team to ensure people were safeguarded from harm and the risk of a similar incident occurring was reduced. They had also reviewed how they quality assured the way staff engaged and interacted with people to ensure people were always treated in a positive and respectful manner.

The provider and registered manager as well as other senior members of staff undertook regular observations of the interactions between staff and people to ensure staff used appropriate language and engaged people in a kind, respectful and dignified manner. The registered manager had strengthened supervision processes to include direct observation of staff's performance so they could formally review how they were treating the people using the service and address any concerns identified. The registered manager had also begun to work with other professionals, including a research project and social enterprise project, to further focus on staff interactions, particularly when supporting people living with dementia.