

Ms Karen Ann Bexter

# St Georges Care Home

## Inspection report

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### Ratings

#### Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Is the service responsive?

Requires improvement



### Overall summary

We carried out an unannounced comprehensive inspection of this service on 3 December 2014. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the Health and Social Care Act 2008 (regulated Activities) Regulations 2010. Regulation 20 –Records.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St Georges Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

This inspection was unannounced and took place on 19 May 2015.

St Georges Care Home provides accommodation and personal care for up to 20 older people. It is located in a quiet residential area of Taunton. At the time of the inspection there were 15 people using the service.

There is 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.

At the last inspection we found care plans and risk assessments were not up to date and did not accurately reflect people's needs. At this inspection we found a new care plan system had been put in place. New care plans

# Summary of findings

gave clear information about people's preferences and their abilities as well as their assessed needs. This meant staff had the information they needed to provide appropriate care and support.

Risk assessments were up to date and gave information about how risks to people's wellbeing would be

minimised. For example where someone had been assessed as being at risk of falls there was a plan in place which set out the equipment and number of staff required to minimise the risk.

We could not improve the rating for the service from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection.

# 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 safe?

We found that action had been taken to improve safety.

Robust risk assessments had been carried out and people were receiving support in line with these assessments.

We could not improve the rating for is the service safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection.

**Requires improvement**



### Is the service responsive?

We found that action had been taken to make sure the service was responsive.

Care plans were up to date and gave clear information to enable staff to provide care in a way that met people's needs and respected their wishes.

We could not improve the rating for is the service responsive from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection.

**Requires improvement**



# St Georges Care Home

## Detailed findings

### Background to this inspection

We undertook an unannounced focused inspection of St Georges Care Home on 19 May 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 3 December 2014 inspection had been made. We inspected

the service against two of the five questions we ask about services: is the service safe and is the service responsive. This is because the service was not meeting some legal requirements.

The inspection was undertaken by one inspector. During our inspection we spoke with seven people, one visitor, two members of staff and the registered manager. We looked at four care plans, a sample of medication administration records and some records which related to monitoring the quality of the service.

# Is the service safe?

## Our findings

At our last inspection on 3 December 2014 we found that although some risk assessments were in place they were not up to date and did not always reflect current risks. This placed people at risk of receiving inappropriate care and support. Following the inspection the provider sent an action plan stating that more robust risk assessments had been carried out.

At this inspection risk assessments were up to date and reflective of people's current needs. One person had been assessed as being at high risk of pressure damage to their skin. The assessment stated a pressure relieving mattress was required and the person should be helped to change position every two hours through the night. Staff were aware of the risk assessment and records showed the person was being assisted to change position when in bed. We visited this person in their room and saw that the correct equipment was in place.

Risk assessments had been carried out regarding people's mobility and their risk of falls. The assessments stated what equipment was required and how many staff were needed to safely assist the person. One person's assessment stated they were able to walk short distances with a walking frame but required a wheelchair for long distances. Staff were following the assessment in place to minimise the risks to this person.

One person told us they liked to go to a local club without staff support. They said they always told the staff when they were leaving the home and when they returned. The risk assessment for this person stated that to minimise the risks of the person becoming lost they should travel by taxi. Staff were aware of the assessment in place and worked in accordance with it.

We could not improve the rating for is the service safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection.

# Is the service responsive?

## Our findings

At our last inspection on 3 December 2014 we found that care plans were not up to date and did not accurately reflect people's needs. This placed people at risk of receiving care that was inappropriate and not in line with their individual needs and wishes. Following the inspection the provider sent an action plan setting out how improvements had been made. The action plan stated care plans had been made more person centred and gave clear information for staff to follow.

A new care plan format had been put in place which gave clear information about the assistance people required. Staff said the care plans gave them all the information they needed to support people. One member of staff said "Care plans are really good now. You read the care plan and know exactly what's going on and what the person needs help with."

Each care plan gave clear information about people's abilities and the things they needed help with. This ensured staff were able to assist people when they required help whilst supporting them to maintain their independence. One person said "I like to do things for myself but they are always on hand when I need them." Another person told us "Whatever you ask for is done but they don't interfere where it's not needed. Very respectful."

Care plans gave information about each person's preferred daily routine and how they liked their care to be provided. One person said "You tell them how you like things. They write it down and then that's how they help you." Another person said "If you have a chronic condition they monitor it and it all works well." One person told us they liked to stay in their room in the morning then go to the dining room for lunch. This was documented in the person's care plan. At lunch time we saw staff assisted the person to the dining room.

Care plans showed people had been seen by healthcare professionals and recommendations from these professionals were incorporated. One person had been seen by a healthcare professional regarding their mobility and recommended equipment had been identified in the care plan. The equipment suggested was in place at the time of this inspection.

We could not improve the rating for is the service responsive from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection.