

Bracknell Forest Borough Council

Heathlands Residential Home

Inspection report

Crossfell
Wildridings
Bracknell
Berkshire
RG12 7RX

Tel: 01344425650

Website: www.bracknell-forest.gov.uk

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21 December 2015

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

This inspection took place on 21 December 2015 and was unannounced.

We last inspected the service on 18 and 20 August 2015. A breach of legal requirements was found, the service had not maintained accurate and up to date risk assessments and plans of care in respect of each person living at the home. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements.

We undertook this focused inspection to check the service 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 Heathlands Residential Home on our website at www.cqc.org.uk.

Heathlands Residential Home is a care home without nursing that provides a service to up to 41 older people, some of whom may be living with dementia. At the time of our inspection there were 11 people living at the home.

The service had 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. The registered manager and deputy manager assisted us with the inspection.

The provider had addressed the concerns identified at the last inspection. All care plans and risk assessments were up to date and accurate. Staff were aware of the changes and were following the new care plans. This meant people were receiving care and support that addressed their current health, social and personal care needs.

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.

We found the provider had addressed the concerns we noted at the last inspection. People were supported by staff who had access to up to date risk assessments and plans of care in respect of each person living at the home.

Heathlands Residential Home

Detailed findings

Background to this inspection

This inspection was carried out by one inspector under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We undertook an unannounced focused inspection of Heathlands Residential Home on 21 December 2015. This inspection was done to check that improvements to meet legal requirements, planned by the provider after our 18 and 20 August 2015 inspection, had been made. We inspected the service against one of the five questions we ask about services: is the service safe. This is because the service was not meeting some legal requirements.

Before the inspection, we reviewed all the information held about the provider. This included previous inspection reports, the action plan sent to us by the provider after the last inspection and notifications the registered manager had sent us. A notification is information about important events which the service is required to tell us about by law.

We spoke with the registered manager, the deputy manager and two care staff. We spoke with people living at the service but what they said did not relate to their care plans.

We looked at three care plans and associated medication administration records, risk assessments, daily records, and various care monitoring records such as food and fluid charts. We also looked at care plan review sheets and incident and accident records.

Is the service safe?

Our findings

At the last inspection on 18 and 20 August 2015 we found a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We found the provider had not established a system to enable the service to maintain an accurate, complete and up to date record in respect of each person living at the home, including a record of the care and treatment provided to them.

At this inspection we found the provider had addressed the breach and systems had been put in place to address the concerns.

Following our last inspection all care plans and risk assessments had been reviewed and updated where needed. They had also been re-organised so that information was easier to find. Care plans we saw were up to date. Any new needs or risks identified had been assessed and added to the care plans, with actions for staff to take to address the issues and reduce the risk where present. Daily records documented actions staff took and showed specialists were consulted as needed. For example, dietitians, occupational therapists and GPs. Where specialist advice had been given, the advice was incorporated into the care plan. We saw actions taken were successful in addressing people's needs. For example, actions taken to monitor food and fluid intake for one person, and to fortify their food had resulted in the person gaining weight and moving from high risk of malnutrition to a weight that was normal for their height. In another example, a person's falls had decreased following measures put in place to reduce the risk of them falling.

A system had been introduced where senior staff were required to check all monitoring records had been completed at the end of each shift. This ensured there were accurate records available for staff to check risk reduction measures were being followed.

At our last inspection we found that prescribed items such as topical creams and nutritional supplements were not always administered as indicated on the medication administration records (MAR). The service had introduced a new system and staff administering medicines were checking that creams had been correctly applied and any nutritional supplements had been taken before signing them off on the MAR sheets.

Care staff had been involved in the updating of the care plans. They were aware of the updated and re-organised care plans and said they found them much better. Staff said information was easier to find and the care plans were more accurate. Staff were following the new care plans. This meant people were receiving care and support that addressed their current health, social and personal care needs.