

Chantry Retirement Homes Limited

Euroclydon Nursing Home

Inspection report

Hawthorns
Drybrook
Gloucestershire
GL17 9BW

Tel: 01594543982
Website: www.chantryhomes.com

Date of inspection visit:
07 February 2017

Date of publication:
25 April 2017

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service effective?

Requires Improvement ●

Is the service responsive?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 22, 23, 27 and 28 July 2016. 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 cleanliness and maintenance of the care home.

We undertook this focused inspection on 7 February 2017 to check that they had followed their plan and to confirm that they now met legal requirements. We found legal requirements had been met and work was in progress to achieve other improvements which were not a breach of legal requirements. This report only covers our findings in relation to these legal requirements and progress on other improvements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Euroclydon Nursing Home on our website at www.cqc.org.uk.

Euroclydon Nursing Home is registered with the Care Quality Commission to provide care and accommodation to up to 48 people. At the time of our visit 27 people with varied physical needs were receiving care, including some people who lived with dementia.

The registered manager was present during the inspection. 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 care home was clean and maintained. Work still needed to be completed to secure the garden but people were not using this at the time of our visit and this was due to be completed soon. Refurbishment of the area where people lived had been completed. This had included redecoration and replacement of floor coverings. Improvements had been made to fire safety, security and window safety. Changes had been made to how cleaning and maintenance tasks were carried out so that the improvements so far could be sustained. Additional staff had been recruited since the last inspection which had enabled these improvements to be achieved.

Some improvements had been made to how activities were being provided for people to enjoy. Staff were receiving additional support sessions in relation to moving people safely. Work was in progress on improving people's care plans.

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 action had been taken to improve safety by putting in place to keep the care home suitably clean and maintained.

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 effective?

We found improvements had been made to the guidance and support staff received to manoeuvre people safely.

We could not improve the rating for Is the service effective? 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 improvements had been made to how activities for people were being co-ordinated and provided. Work to improve people's care plans was in progress.

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 ●

Euroclydon Nursing 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 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 Euroclydon Nursing Home on 7 February 2017. This inspection was done to check that improvements to meet legal requirements, planned by the provider, after our comprehensive inspection on 22, 23, 27 and 28 July 2016 had been made. One inspector inspected the service against three of the five questions we ask about services: is the service safe, effective and responsive?. This is because the service was not meeting one legal requirement and other improvements were needed.

Prior to this inspection we reviewed information we held about the service. This included the provider's plan for improvement sent to the Care Quality Commission, following our inspection in July 2016. This plan told us how and when the legal requirements would be met. It also gave information on how other improvements to the service would be made.

During the inspection we spoke with a representative of the provider, the registered manager and one member of staff. We walked around the environment and visually checked the environment both inside and outside of the building. We reviewed an action plan devised by the registered manager following the last fire risk assessment.

Is the service safe?

Our findings

At our inspection on 22, 23, 27 and 28 July 2016 we found people and others were put at risk due poor cleanliness and maintenance arrangements. More staff needed to be recruited to rectify this. The provider told us how they would address this breach of regulation. They told us this would be met by the end of January 2017. At our focused inspection on 7 February 2017 we found the provider had followed their action plan to meet the shortfalls in relation to regulation 15, as described above.

Cleaning schedules had been followed and the environment kept clean. We saw examples of completed cleaning records. Improvements had been made to the structure of the cleaning team and the hours they worked. This had provided the care home with enough staff, both during the week and at weekends to keep it clean. Since the last inspection a member of staff had been employed as housekeeper. The registered manager praised this member of staff and said, "[Name] has done wonders". Some changes were due to happen to this team soon, but these had been planned for and the registered manager was confident the improvements would be sustained.

Since the last inspection a new maintenance person had been employed. Some alterations had been made to how maintenance tasks were completed and recorded. The new member of staff had reviewed all maintenance records and audits. They had made improvements to these so as to be able to achieve well maintained records in the future. We reviewed the bedrooms and communal areas we had previously inspected and found these to be maintained and clean. The refurbishment work had been completed in the areas where people lived. These areas had now been fully decorated and new floor coverings were down. The metal carpet strip identified as a trip hazard during the last inspection had been removed and replaced. We were informed that some electric sockets had been replaced as had some emergency lights and additional fire safety signage had been put into place. Several loads of rubbish had been removed from inside and outside of the care home making it less of a risk. Window restrictors were on order and we received evidence, one week after the inspection, to show the task of fitting these had been fully completed. These kept people safe from potential falls from windows.

Actions identified following the last fire risk assessment in September 2016 had been signed off as completed. Since our last inspection the registered manager had taken further advice from the local fire safety officer. They had visited and were happy with the changes made during the care home's refurbishments, but advised an additional fire door be placed in the main corridor. This was an added precaution and was due to be fitted in March 2017.

External doors were alarmed and locked. Keys to open these in the event of a fire for example, had been organised and located near to hand. Weekly fire drills had been completed and information relating to the external door keys had been given to all staff.

Outside the bolt on the secure garden had been mended. However, work had recently been completed on the car park and had necessitated the removal of a fence panel. The garden was therefore not secure at the time we visited. We were informed that people were not currently using the garden and it was due to be

made secure soon.

Is the service effective?

Our findings

At our inspection on 22, 23, 27 and 28 July 2016 we found improvements were needed to how staff helped people to move. We were told staff would be given additional guidance on how to manoeuvre people safely, so staff practice would improve.

During this inspection the registered manager confirmed that additional sessions in safe moving and handling had been provided to the staff. Continued sessions had been planned through to June 2017 so staff could discuss and get guidance on various scenarios. One scenario already covered had been how to manoeuvre a person off the floor if they had been assessed as safe to move. We did not observe anyone receiving support to move during this inspection.

Is the service responsive?

Our findings

At our inspection on 22, 23, 27 and 28 July 2016 we found improvements were needed to how people were supported with meaningful activities. Improvements to care plans were also needed in order to personalise the care that was planned for people. We were told action would be taken to improve these areas.

During this inspection the registered manager confirmed improvements had been made to how meaningful activities for people were co-ordinated and provided. Since the last inspection a senior member of staff had taken on the role of activities co-ordinator. This member of staff split her time between making improvements to people's activities and improving people's care plans. This arrangement was planned until 1 April 2017 when it would be reviewed.

We observed several people taking part in a karaoke style sing a long and all were fully engaged, singing, tapping their feet and one person was whistling. We were told the people particularly enjoyed the songs being sung. It was also confirmed that a new mini-bus was to be purchased in June 2017, which would give people opportunities to go out. We were informed that work had begun on people's care plans in order to make these more personalised. During this inspection we did not review care plans. We will review these during the next full inspection of the service.