

# Kidderminster Care Limited

# Cambrian House

## Inspection report

294 Chester Road North  
Kidderminster  
Worcestershire  
DY10 2RR

Tel: 01562825537

Date of inspection visit:  
12 July 2018

Date of publication:  
02 August 2018

## Ratings

Overall rating for this service

Requires Improvement 

Is the service well-led?

Good 

# Summary of findings

## Overall summary

This inspection took place on 12 July 2018 and was unannounced.

Cambrian House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. The home provides accommodation with personal care to a maximum of 25 older people, some of whom are living with dementia. There were 20 people living at the home when we visited.

We previously carried out an unannounced comprehensive inspection of this service on 3 November 2017. Breaches of legal requirements were found. These related to the provider's failure to mitigate the risks to people's health and safety, and the lack of effective governance and quality assurance systems and processes. We served a 'warning notice' in relation to the lack of good governance of the service, which required the provider to be compliant with Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 within a given timescale.

We undertook this focused inspection to check that the provider was now meeting the legal requirements of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. 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 Cambrian House on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

A registered manager was in post and present during our 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.

At this inspection, we found the provider was now meeting the legal requirements of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. They had addressed the identified fire safety deficiencies at the service, and were monitoring the home's fire safety arrangements to ensure the safety of people, staff and visitors. The registered manager had clearer oversight of staff training needs, and had plans in place to address these. The provider had quality assurance systems and procedures in place to enable them and the registered manager to monitor and improve the quality and safety of people's care and support.

The registered manager promoted a positive and inclusive culture within the home. People and their relatives had confidence in their management of the service, and felt able to freely approach them with any suggestions or concerns. Staff were motivated in their work, and felt supported and valued by an approachable and accessible registered manager.

The registered manager took steps to involve people, their relatives and staff in the service, worked collaboratively with community professionals, and sought to strengthen the service's links with the local community.

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

We always ask the following five questions of services.

### **Is the service well-led?**

The service was well-led.

We found that action had been taken to improve the governance of the service, and the effectiveness of quality assurance systems and processes.

The registered manager promoted an open culture within the service.

People and their relatives had confidence in the management of the home.

Staff understood what was expected of them at work, and felt well-supported and valued.

**Good** 

# Cambrian House

## Detailed findings

### Background to this inspection

This inspection was undertaken to check that improvements to meet legal requirements planned by the provider after our 3 November 2017 inspection had been made.

We inspected the service against one of the five questions we ask about services: is the service well-led? This is because the service was not meeting some legal requirements in that key question at the time of our last inspection. The ratings from the previous comprehensive inspection for key questions not looked at during this inspection were included in calculating the overall rating in this inspection.

The inspection team consisted of one inspector.

As part of our inspection, we looked at the information we held about the service, including the statutory notifications the provider had sent us. A statutory notification is information about important events which the provider is required to send to us by law. We also contacted the local authority and Healthwatch for their views about the service.

During our inspection visit, we spoke with the seven people who lived at Cambrian House and two relatives. We also spoke with the provider, registered manager, two senior care staff and two care staff.

We looked at a range of documentation, including one person's care and assessment records, fire safety records, two staff recruitment files, staff training records, and records associated with the provider's quality assurance.

## Is the service well-led?

### Our findings

At our last inspection in November 2017, we found the provider's governance systems, including their quality assurance and auditing processes, were not effective. They had not effectively monitored the home's fire safety arrangements, placing people who lived at the home at risk. We identified concerns in relation to the home's fire risk assessment, fire doors, fire safety signage, external emergency lighting and a blocked emergency escape route. In addition, the provider did not have effective procedures in place to identify and address gaps in staff training. We found gaps in staff's fire safety and food hygiene training. The provider's quality assurance audits and checks had not been completed on a consistent basis, and had not enabled them to address the issues identified during our inspection. Furthermore, some of the records we requested during our inspection were not readily available. The overall systems of record-keeping at the home were disorganised and did not ensure the security of information. We issued the provider with a 'warning notice,' which required them to be compliant with the requirements of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 within a given timescale.

At this inspection, we found the provider was now meeting the requirements of Regulation 17. Having undergone a fire safety audit by Herefordshire and Worcester Fire and Rescue Service, the provider had completed all required actions to address the identified fire safety deficiencies at the home. They had also improved their monitoring and oversight of the home's fire safety arrangements, to ensure these were sufficient and that people were not being placed at risk. The registered manager maintained up-to-date staff training records to enable them to monitor and address any gaps in staff training. These indicated all staff had now completed fire safety training, and that additional food hygiene training was due to take place in the coming weeks. The staff we spoke with told us they had received the training they needed to work safely and effectively. The provider had clear quality assurance processes in place, based upon a rolling programme of audits and checks completed by the registered manager. These enabled the registered manager to monitor key aspects of the service, including the management of people's medicines, and food hygiene and infection control practices.

During our inspection visit, we met with the registered manager who was responsible for the day-to-day management of the service. They demonstrated a clear understanding of the duties and responsibilities associated with their registration with CQC, including the need to submit statutory notifications to us. The service's current CQC rating was clearly displayed at the premises, as the provider is required to do. The registered manager told us they kept themselves up to date with legislative changes and current best practice guidelines by, amongst other things accessing the CQC website and other care resources online.

People and their relatives spoke positively about the overall standard of care and support provided at Cambrian House. They had confidence in, and have developed a positive relationship with, the registered manager of the service. One person told us, "I feel really happy here. The people [staff] are lovely ... If you had a problem, [registered manager] would come straightaway. they'd do their best to sort it out." Another person said, "It [service] is marvellous; it couldn't be better. If I have any problems, they [staff and management] listen and sort it out." A relative explained, "[Registered manager] is very open. Every time I've talked to them, I've got the impression if I had any concerns I could go to them and they would sort things

out. I think they [provider] have got [person's] best interests at heart."

The registered manager promoted a positive and inclusive culture within the service through open communication with people, their relatives and staff. They told us, "I've made it clear I'm here for the staff, and my [office] door is always open. I engage with staff daily and encourage them to raise any issues, even if they're issues about me. By me being open and honest, it encourages them [staff] to be open and honest." The registered manager sought to work collaboratively with community health and social care professionals, including nurse practitioners, district nurses and social workers, to support a joined-up approach towards people's care. They also recognised the need to treat staff in a fair and equal manner. We saw people, relatives and staff were at ease in their presence. Two people hugged the registered manager upon seeing them for the first time that day.

Staff spoke about their work at Cambrian House with enthusiasm, and referred to the strong sense of teamwork amongst staff. One staff member told us, "I love it here [Cambrian House]. It's because of the environment, the staff and the residents who bring us so much joy and happiness ... We're a friendly team and we all get on. The overall management [of the service] is brilliant; it's run very well now." Staff confirmed they were clear what was expected of them at work, and felt well supported and valued by registered manager. One staff member explained, "[Registered manager] was previously a carer and a senior themselves. When you have a problem or make a mistake, they have the patience to help you and they understand." Another staff member told us, "[Registered manager] is perfect. They communicate well with staff. If you have any problems, they are always willing to listen."

The registered manager encouraged people, their relatives and staff to be involved in the service, and to put forward their ideas and suggestions as to how things could be improved. She organised quarterly 'residents' meetings' and staff meetings, and had held a meeting for people's relatives and friends at the start of this year. As this had been poorly attended, the registered manager had sought feedback from people's relatives and friends on how best to involve them. The registered manager also distributed periodic feedback surveys, as a further way of capturing people and their relatives' views on the service. People and their relatives confirmed they were able to voice their opinions, and felt listened to. The registered manager had made efforts to strengthen the service's links with the local community through, for example, seeking to make connections with local schools and a local church.