

St. Georges Court Healthcare Limited

St Georges Court Care Centre

Inspection report

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Overall summary

We carried out an unannounced comprehensive inspection of this service on 12/13 January 2015 . Breaches of legal requirements were found and we served a warning notice. This was because people did not always receive the support with their health care needs that they required. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

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 Court Care Centre on our website at www.cqc.org.uk

St George's Court Care Centre is a care home with nursing which provides a service for up to 76 people over three floors. At the time of our inspection there were 57 people living in the home.

A registered manager was not in post at the time of 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.

At our focused inspection on the 27 April 2015, we found that the provider had followed their plan which they had told us would be completed by the 11 March 2015 and legal requirements had been met.

People told us and we saw that they had received the support they required with their wound management, pressure area care and diabetes monitoring . The staff on duty knew the people they were supporting and demonstrated their knowledge about supporting people with changing their dressings and how often this should be completed. They were also aware of how people with diabetes needed to be monitored.

Staff had received additional training in relation to supporting people with pressure area care, wound management and diabetes.

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 effective?

We found that action had been taken to improve the effectiveness of the service.

We found that action had been taken to improve how people were supported with their wound care and pressure area management.

This meant that the provider was now meeting the legal requirements.

While improvements have been made we have not revised the rating for this key question : to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for effective at the next comprehensive inspection.

Requires improvement



St Georges Court Care Centre

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of St Georges Court Care Centre on 27 April 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection of 12/13 January 2015 had been made. The team inspected the service against one of the five questions we ask about services: is the service effective. This is because the service was not meeting a legal requirement.

The inspection was undertaken by an inspection manager and an inspector.

Before the inspection we looked at all of the information that we had about the home. This included the provider's action report, which we received on 12 March 2015, and information from notifications received by us. A notification is information about important events which the provider is required to send to us by law. We also spoke with members of the local authority.

During the inspection we spoke with three people who used the service. We also spoke with the acting manager, the care manager, one registered nurse and three care assistants. We looked at four people's care records.

Is the service effective?

Our findings

At our comprehensive inspection of St Georges Court Care Centre on 12/13 January 2015 we found that some people were not supported with their wound, pressure area and diabetes care in the way that they should have been. As a result of this finding, the provider was in breach of the regulation associated with staffing and their skills and experience. The provider wrote to us on the 11th March 2015 and told us that the required action had been taken to meet the legal requirements.

At our focused inspection on 27 April 2015 the provider had completed their action plan and were now meeting the requirements of the regulation.

One person told us, "I'm happy here. The staff are wonderful and a doctor is always called when I need them." We found that information in people's care plans had improved. Staff were aware of what support people required regarding their wound care, pressure sore management and diabetes care. The tissue viability nurse,

community nurse and GP had also given advice about the care and support people needed. Staff were aware of what action they needed to take to meet people's individual needs. The records showed that people had been supported to have their dressings changed as often as their care plans stated they should. One nurse told us, "There is information in the diary and in the electronic records system which tells us when peoples dressings need to be changed." One person told us that the nurses checked their blood sugar levels every week to check they were within the appropriate range.

We found that staff had completed training in pressure area care, wound management and diabetes and were aware of their responsibilities. The handover of information from one shift to the next had been improved to ensure that all of the required tasks had been completed. The handover form had also had been improved to include information about people's areas of risk for skin, repositioning and nutrition. This had meant that staff were aware what care and support people had received or needed.