

Alverant Limited

Cartref Residential Care Home t/a Alverant Limited

Inspection report

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Ratings

Overall rating for this service

Good



Is the service safe?

Requires improvement



Overall summary

At the comprehensive inspection of this service in July and August 2015 we found the provider had met all the regulations and was rated as a GOOD service.

This responsive inspection was carried out to look at concerns raised by Halton Council with regard to staffing levels at the home.

This report only covers our findings in relation to the Safe domain and staffing levels and we have not changed the rating issued in August 2015.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Cartref Residential Home on our website at www.cqc.org.uk.

Cartref is a care home which provides personal care and support for up to 24 people including those individuals living with a dementia including Alzheimer's disease. The home is situated in Farnworth village in Widnes, close to

the local shops. There is a bus stop outside the home and a car park is available at the front of the building. Accommodation consists of 24 single rooms, five bathrooms plus additional toilets, two lounges, a quiet area and a dining room. There are no en-suite facilities. There is a garden with patio area to the rear of the premises and a courtyard area to the side. There were 22 people living in the home at the time of our visit.

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 was on annual leave on the day of our visit.

Summary of findings

The registered provider was present and we discussed staffing levels and duty rotas with him. He informed us that he was actively recruiting staff to work in the kitchen, domestic staff and laundry staff. New care staff had been recruited and were on the duty rota from week commencing 14 December 2015 following induction and shadowing shifts.

During the inspection the home was calm and people did not have to wait for assistance. We looked at duty rotas from 7 December 2015 to January 2016 and found that there was one senior carer and three care staff on duty

each day. Although care staff worked in the laundry and cleaning the home we found that people felt they were well cared for and that there was enough staff to support them.

Staff spoken with said they felt that they had enough time to look after people and worked as a team.

Whilst we found that there were no breaches in the regulations we have asked the registered provider to contact CQC when staff have been recruited to work in the laundry and kitchen and when he has adequate care staff to cover all shifts with one senior carer and three carers during the day.

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?

The service was safe.

Staffing numbers were satisfactory to care for people safely however, more staff were needed to cook, clean and work in the laundry .

People said they were being well cared for.

Staff said they worked as a team and felt they had enough time to care for people.

Requires improvement



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Detailed findings

Background to this inspection

This responsive inspection was carried out on 10 December 2015 to look at concerns raised by Halton Council with regard to staffing levels at the home.

We inspected the service against one of the five questions we ask about services: is the service safe.

This inspection was carried out by one adult social care inspector.

We spoke with five people who used the service, five staff members and the registered providers. We looked at the duty rotas for the home.

Is the service safe?

Our findings

We looked at the duty rotas for the last two weeks, the week of our visit and projected rotas for the next two weeks up to and including Christmas and the New year period. The home was being staffed with one senior carer and three care staff for the majority of days and agency staff was sourced to ensure the staffing levels were sustained.

We saw that new members of staff had been employed and some were on induction or shadowing shifts, which meant they shadowed a senior member of staff until they felt comfortable to provide care for people on their own. These shifts were clearly marked on the duty rotas and the new staff members were working supernumary. Over the next two weeks these staff members would be counted in the staffing numbers for the home so agency staff would not be needed.

We found that during the week the home did not have a cook on duty. We were told by the registered provider that the registered manager had been working in the kitchen prior to her holiday and that they were actively recruiting a cook. They did have a cook in post at weekends.

Whilst the registered manager was on holiday care staff had been working in the kitchen during the hours of 11am until 1:30pm and from 3:30pm until 5:30pm which meant they were unable to care and support people living in the home. The registered provider had also been cooking and managing the kitchen to support care staff.

.We were told and observed that the care staff were also cleaning the home due to lack of domestic and laundry staff. This was discussed with the registered provider at the inspection in July /August 2015 and at this visit we were informed that he was still trying to recruit domestic and laundry staff.

The home was very clean and fresh smelling and we found no issues with infection control.

We were told by the staff we spoke with that these numbers of staff were satisfactory and they felt they were looking after people well and were not rushed. They also told us that they were happy completing domestic duties as well as caring for people living at the home and that the 7am until 3pm shift had helped as they were able to clean bathrooms and toilets prior to getting people up for the day. They said " We are happy with the fact that we do different jobs, no one makes us we just work as a team and all muck in," " The provider also helps out so we all work together,"and " We have enough staff to sort things out and we can look after people properly."

People we spoke with said "The staff are lovely and I never have to wait to go to the toilet" " Staff come to me quickly if I press my buzzer," " Staff are always there for you," " We have really good staff and they always talk to me and never rush me," and " Staff are always about and you can ask for anything you want."