

Four Seasons Homes No. 1 Limited

Redwell Hills Care Home

Inspection report

St Ives Road
Leadgate
County Durham
DH8 7SN
Tel: 01207 581366
Website:

Date of inspection visit: 30 July 2015
Date of publication: 28/08/2015

Ratings

Overall rating for this service

Good



Is the service effective?

Good



Overall summary

We carried out this focused 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 carried out an unannounced focused inspection of this service on 30 July 2015. A breach of legal requirements was found following the comprehensive inspection on 9 February 2015, 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 meet legal requirements. This report only covers our

findings in relation to this requirement. At the last inspection on 9 February 2015 we asked the provider to take action to make improvements. We asked the provider to provide staff with a minimum of six one to one supervision sessions annually.

The inspection was led by an adult social care inspector.

The service had a registered manager in place. 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.

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

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?

The service was effective.

We found the service had made arrangements to make sure staff employed received a minimum of six one to one supervision sessions per year.

Good



Redwell Hills Care Home

Detailed findings

Background to this inspection

We carried out this focused 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 reviewed the action plan the provider sent to us following our comprehensive inspection on 9 February 2015. We found the assurances the provider had given in the action plan in order to become compliant with the regulations had been met.

This inspection took place on 30 July 2015 and was unannounced.

Before we visited the home we checked the information that we held about this location and the service provider. We checked all safeguarding notifications raised and enquires received. No concerns had been raised since their last inspection on 9 February 2015.

During this inspection, we checked to see what improvements had been made since our last inspection. We saw all staff employed at the home received a minimum of six one to one supervision sessions per year and an annual appraisal.

Is the service effective?

Our findings

When we arrived at the home we spoke with the registered manager. She confirmed that all staff employed at the home had received regular one to one staff supervisions and an annual appraisal.

During this inspection, we looked at five care staff supervision records. We saw that all staff had received regular one to one supervision sessions that was relevant to the work they undertook.

We looked at 5 staff supervision records. We saw staff had received regular one to one supervision sessions with a senior member of staff. For nursing staff this included clinical supervision.

When we spoke with five staff on duty, they understood what was expected of them. They confirmed there were clear transparent processes in place for them to account for their decisions, actions, behaviours and performance through supervision and appraisal.

The records showed that staff received support for their role and tasks they carried out. This meant staff were supported and managed at all times and were clear about their lines of accountability.