

# Four Seasons (No 10) Limited Kingston Care Home

## Inspection report

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## Ratings

### Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Is the service caring?

Requires improvement



## Overall summary

We undertook this focused inspection to follow up information of concern we had received about the home from a variety of different sources, including the relatives of people using the service and health and social care professionals representing the local authority. Specifically, concerns were raised about staff not always treating people who lived in the home in a compassionate, kind and respectful way, and there not always being enough competent staff on duty to keep people safe.

We carried out this focused inspection on 15 September 2015 to check the provider had followed their action plan and that people using the service were kept safe. This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Kingston Care Home' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Kingston Care Home provides accommodation for up to 67 older people who require nursing care and/or support with their personal care. This purpose built home comprises of three units arranged over three floors. The service specialises in the nursing care and support of older people living with dementia. There were 52 people residing at the home at the time of our inspection, most of whom were living with dementia.

The service is required to have a registered manager in post, but has not had one since November 2014. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

# Summary of findings

During this inspection we found the provider had taken appropriate action to ensure there were sufficient numbers of competent staff deployed throughout the home to ensure people received the care and support they required. People told us staff had the right approach

and looked after them in a way which was kind and compassionate. Our discussions with people's visiting relatives supported this. We observed staff supported people to maintain their dignity, and spoke with them politely and respectfully.

# 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?**

We found that action had been taken to improve staffing levels in the home.

People using the service and relatives told us they felt there was now enough staff on duty in the home at all times to meet the needs of the people who lived there.

However, 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 of the home.

**Requires improvement**



### **Is the service caring?**

We found that action had been taken to improve the approach of staff.

People using the service and relatives were consistently positive about the caring attitude of staff who worked at the home. People told us staff were caring and supportive and always respected the privacy and dignity of the people who lived at the home. This was supported by our observations of the way staff interacted with people using the service. For example, we saw staff spoke to people politely and respectfully.

However, we could not improve the rating for 'Is the service caring' from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection of the home.

**Requires improvement**



# Kingston Care 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 checked 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.

This focused inspection was carried out by two inspectors on 15 September 2015 and was unannounced. It was undertaken specifically to follow up concerning information we had received about there not always being enough staff on duty in the home and some staff not treating people who lived there in a kind and respectful way. We inspected the service against two of the five questions we ask about services: Is the service safe? Is the service caring?

Prior to the inspection we asked the provider to send us some further information setting out the improvements they had made to ensure people using the service were kept safe and well cared for, which we received. We reviewed this action plan and other information we held about the service, including statutory notifications the provider is required to submit to the CQC and feedback from various professionals representing the local authority.

During our inspection we spoke with six people who lived at the home, five people's relatives, a community based dental care professional, the acting manager, the area manager, two nurses and eight care workers. We also spent time observing care and support being delivered in communal areas. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

# Is the service safe?

## Our findings

We received concerning information about inadequate staffing levels in the home after our last focused inspection of the home on 23 June 2015. We asked the provider about the issues raised and asked them to tell us what they were doing to improve. They wrote to us with an action plan setting out how they would ensure staffing levels were sufficient. At our focused inspection on 15 September 2015 we found that the provider had followed their action plan to address staffing shortfalls.

There were sufficient numbers of staff deployed throughout the home to keep people safe. People using the service and relatives told us there were always enough staff on duty in the home. Typical feedback we received included, "I think the situation with staffing here has significantly improved since the new manager took over", "There's definitely a lot more agency working here these days, but at least there's enough staff on duty now" and, "The home use to be short staffed all the time, but the new managers seem to have got to grips with this. There are always plenty of staff around when we visit [our mother]". Staff were highly visible throughout our inspection and we observed staff supporting people promptly when needed.

For example, we saw staff on numerous occasions respond promptly to verbal requests for a drink or assistance to stand up or walk. We also saw staffing levels on each floor of the home reflected those the provider had stated in their action plan would always be on duty during the day. This included continuous one to one staff support for one person. The staffing rota for the service had been planned in advance and took account of the levels of care and support people required.

It was clear from discussions we had with staff they felt arrangements for covering staff sickness had significantly improved in recent months, which meant there were always enough staff on duty. Typical comments we received from staff included, "If staff phone in sick these days the new manager is usually very quick to get someone in and get the shift covered", "There's no doubt that in terms of staff numbers the new managers are doing a good job making sure there's always enough staff working on the units" and "Staff morale and numbers working on each shift are definitely up". The acting manager told us they were actively recruiting new staff to fill the home's staff vacancies. They also said they had significantly improved the way the home responded to unexpected changing circumstances, for example to cover staff sickness.

# Is the service caring?

## Our findings

We received concerning information about the approach of some staff who were not always treating people who lived at the home in a kind, caring and respectful way.

At our focused inspection on 15 September 2015 we found people were supported by caring and attentive staff. People spoke positively about the staff and typically described them as “kind and caring”. Comments we received included, “Staff are terrific - friendly, patient and caring almost without exception”, “I feel more positive about the place these days - we’re well looked after here” and “This is a very nice place, you please yourself, you feel relaxed and you can let your hair down”. Feedback we received from relatives was equally complimentary about the standard of care and support provided by staff at the home. One relative told us, “Staff seem happier with the new managers, which hopefully means they will do a better job”, while another person’s relative said, “The service does seem to use a lot of agency at the moment, but they all seem very conscientious. I’m a lot happier with the place since the new manager took over”.

Throughout our inspection the atmosphere in the home remained pleasant and relaxed. During the inspection we observed interactions between people and staff. We saw conversations between staff and people living at the home were characterised by respect, warmth and compassion.

People looked at ease and comfortable in the presence of staff. On several occasions we observed managers and staff were quick to reassure people in a caring and timely way when individuals had become anxious or confused. For example, we saw a member of staff put their arm around the shoulder of someone who was visibly upset and in a reassuring and comforting tone of voice ask them what the matter was. This member of staff stayed with this individual until they had settled. On another occasion we observed a member of staff sit down next to someone in order to make good eye contact with them before asking this individual in an unhurried and patient manner what they would like to drink. In all our discussions with staff they spoke about people fondly.

Staff ensured people’s right to privacy and dignity was upheld. People told us staff were respectful and always mindful of their privacy. One person said, “Staff always knock on my bedroom door and ask it’s alright if they come in”. We observed staff asked for people’s permission before entering their room and when people needed privacy they were given the space and time they needed in their room. Staff demonstrated a good understanding and awareness of how to support people to meet their specific needs and wishes in a dignified way. Staff told us about the various ways they supported people to maintain their privacy and dignity. This included ensuring people’s bedroom doors were kept closed when staff were supporting people with their personal care.