

Quay Court (Care Centre) Limited

Quay Court Care Centre

Inspection report

Squares Quay
Kingsbridge
Devon
TQ7 1HN

Tel: 01548852540
Website: www.devoncaregroup.co.uk

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Ratings

Overall rating for this service

Inspected but not rated

Is the service responsive?

Requires Improvement



Summary of findings

Overall summary

Quay Court Care Centre is a residential care home which provides personal care for a maximum of 38 people. It does not provide nursing care. People who live at the home access healthcare through the local community healthcare services. At the time of the inspection there were 34 people living at the service.

The home is owned by the Devon Care Group, and is part of a group of 10 care homes.

We carried out an unannounced comprehensive inspection of this service on 9 and 10 June 2015 when the overall rating was 'Good'. We received concerns in August 2016 that related to people being made to get up very early in the morning, and staff were working very long hours. As a result we undertook a focused inspection to look into those concerns. 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 Quay Court Care Centre on our website at www.cqc.org.uk.

A registered manager was employed by the service. 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.

We arrived at the service at 7.20am and there were eight people washed and dressed sitting in either the lounge or the dining room. We spoke with seven people who all told us they were happy to be up and dressed. One person was asleep and we did not wake them.

We spoke with two night staff and they told us about the help people had needed during the night. One person had been brought down into the lounge at about 1am as they had been restless when in their room. We saw this person's care plan stated they could be anxious and shout out for long periods, and sometimes would only settle when in the communal area. This showed staff were following the information stated in the person's care plan.

Staff told us people were never made to get up. They said people were able to stay in bed as long as they wished. Staff said if people needed help with personal care in the night they were encouraged to go back to bed after they had received the care they needed. Staff also told us they had never been told they must get a certain number of people up, by a specific time.

We saw no evidence that people were being made or encouraged to get up early. However, when we looked at three people's care plans we saw their preferences regarding getting up times were not recorded and there was no record of when they usually woke and required assistance. We also saw that the records of people's care throughout the night did not match with what we were told by staff. It also did not match with what was on the night checklist used to handover information to day staff.

As part of the concerns that we received we were told that staff were working very long shifts with no break in between. Rotas showed that this was not the case. The longest period of time staff worked was 12 hours. Staff we spoke with told us they never worked longer than 12 hours at a time.

We discussed all the concerns with the registered manager. They told us they would ensure people's preferences about what time they wanted to get up in the mornings were recorded on their care plans. They also said they would ensure staff were reminded of the importance of recording accurate information in people's records. The registered manager confirmed that staff rotas were planned so that staff worked no longer than 12 hours at a time. They also said staff had a long break in between shifts except very rarely in an emergency.

We have made a recommendation in relation to record keeping.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

- Aspects of the service were not responsive.
- People's care records did not contain details of their preferences in relation to the time they wished to get up.
- Records did not always reflect the care that had been given.
- People received care and support from staff who were responsive to their needs.
- Rotas showed that staff did not regularly work very long hours.

Requires Improvement 

Quay Court Care Centre

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 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 undertook an unannounced focused inspection of Quay Court Care Centre on 24 August 2016. This inspection was carried out following concerns that people were made to get up very early in the morning and staff were working very long hours. We inspected the service against one of the five questions we ask about services: is the service responsive?

The inspection was undertaken by one Adult Social Care Inspector. We reviewed information we held about the service. This included analysing information relating to the concerns that had been raised with us.

During our inspection we spoke with seven people who were up when we arrived at 7.20am. We spoke with two night staff who had been on duty the previous night and a senior member of staff who had just arrived on duty. The registered manager also arrived at the home to assist with the inspection. We looked at the records the night staff used to show the care people received at night. We also looked at three people's care records to see if their preferred time to get up in the mornings was stated.

Is the service responsive?

Our findings

We arrived at the service at 7.20am. We found there were eight people up at this time. Five people were sat in the dining room, one person was sat in the hallway and two people were sat in the main lounge. Everyone was washed and dressed and had a drink by them. We spoke with seven people and they all told us they were happy to be up and dressed. One person was asleep and we did not wake them.

There were three staff on duty who had worked the previous night and were due to finish their shift at 8am. Two day staff had started working at 7am and a senior member of staff who was due to start work at 8 am was also on duty. We were told that two day staff started working at 7 am each day as this was when most people wanted to be helped to get up.

We spoke with two night staff and they told us about the help people had needed during the night. One person had been very distressed and had not wanted to go to bed. Staff told us they had brought the person down into the lounge at about 1am and the person had then been more settled. We saw this person's care plan stated they could become anxious and shout out for long periods, and sometimes would only settle when in the communal area. This showed staff were following the information stated in the person's care plan.

Staff told us people were never made to get up and were adamant that people only got up when they wanted to. They said if people needed help with personal care in the night they were encouraged to go back to bed after they had received the care they needed. They said people were able to stay in bed as long as they wished. Staff said that some people did like to get up around 5am as they had been farmers and were used to getting up at that time. They also told us that sometimes people were washed and dressed earlier than usual if they had been restless during the night and didn't wish to return to bed. They said they had never been told they must get a certain number of people up, by a specific time.

We saw no evidence that people were being made or encouraged to get up early. However, when we looked at three people's care plans we saw their preferences regarding when they wanted to get up in the mornings were not recorded. Also, there was no record of when they usually woke and required assistance. We also saw that the records of people's care throughout the night did not match with what we had been told by staff. It also did not match with the information recorded on the night checklist used to handover information to day staff. For example, for the person who had been restless during the night, staff had written 'asleep on checks'. However, it had been noted they had been restless on the checklist. The notes and checklist for another person, who staff told us had been awake since 5am, did not record this information. This meant that people's records did not reflect their preferences or the care they had received.

We discussed these matters with the registered manager. They told us they would ensure people's preferences about what time they wanted to get up in the mornings were recorded on their care plans. They also said they would ensure staff were reminded of the importance of recording accurate information in people's records.

We recommend the service explores the NHS guidance 'Benchmark for record keeping'.

We also looked at the length of time staff were on duty as this had been raised as part of the concerns we received. We were told staff were working very long hours. For example, sometimes working a night shift then a day shift, or working a day shift and then a night shift, with no break in between. We looked at the staff rotas for a period of three weeks, these showed staff had not worked in this manner. The longest period of time staff worked was 12 hours, which was a normal shift for some staff. This was either a day or a night shift. Staff told us they never worked longer than 12 hours at a time. We discussed this issue with the registered manager. They told us that the rota was planned so that staff did not work more than 12 hour shifts and had a 12 hour break in between shifts. They also said that agency staff were used to cover any planned absences, that permanent staff could not cover. However, they told us there had been a recent occasion when a staff member had worked until 2pm then also worked the night shift. The registered manager said this was an emergency situation and staff would not normally work these hours.