

Mrs S L Burcham

Braceborough Hall Retirement Home

Inspection report

Church Lane
Braceborough
Stamford
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PE9 4NT

Tel: 01778560649

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service effective?

Requires Improvement ●

Is the service responsive?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 1 October 2015 when we found that there were three breaches of legal requirements. We found that the registered persons had not robustly ensured that some people were eating and drinking enough to stay well. We also found that people were not being sufficiently supported to promote their autonomy, independence and involvement. In addition we found that people had not been protected against the risk of inappropriate or unsafe care because the quality of the service was not always being robustly assessed and monitored.

After our inspection on 1 October 2015 the registered persons wrote to us to say what they would do to meet legal requirements in relation to the breaches. They said that all of the necessary improvements would be made by 1 January 2016.

We completed the present inspection on 26 May 2016 to check that the improvements had been made so that people could safely and reliably receive all of the care they needed.

This report only covers our findings in relation to the breaches. You can read the report from our last comprehensive inspection and focused inspection, by selecting the 'all reports' link for Braceborough Hall Retirement Home on our website at www.cqc.org.uk

Braceborough Hall Retirement Home is registered to provide accommodation and personal care for up to 25 older people. The service is in a rural location that is approximately six miles from Stamford.

There was a registered manager in post. 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.

During the present inspection we found that the registered persons had made the necessary improvements to address the shortfalls we had previously identified. There were arrangements in place to support people when they were at risk of not eating and drinking enough to stay well. People were being offered sufficient opportunities to express their autonomy by following their hobbies and interests. In addition, the registered persons had strengthened the way in which quality checks were completed in relation to the assessment and delivery of care, the recruitment and training of staff and the maintenance of the accommodation.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

Suitable arrangements had been made to support people when they were at risk of not eating and drinking enough.

However, we have not revised the rating for this key question, to improve the rating to 'Good'. This is because we need to be sure that the registered persons will continue to operate suitable arrangements to ensure that people are supported to eat and drink enough to stay well.

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

Requires Improvement ●

Is the service responsive?

People were being offered more opportunities to express their autonomy by being supported to enjoy their hobbies and interests.

However, we have not revised the rating for this key question, to improve the rating to 'Good'. This is because we need to be sure that the registered persons will continue to make suitable arrangements to enable people to express their autonomy by following their hobbies and interests.

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

Requires Improvement ●

Is the service well-led?

Suitable quality checks had been introduced that enabled the registered persons to ensure that people safely and reliably received all of the care they needed.

However, we have not revised the rating for this key question, to improve the rating to 'Good'. This is because we need to be sure that the registered persons will carry on completing effective quality checks to ensure that people safely and reliably receive all of the care they need.

We will review our rating for 'well led' at the next comprehensive

Requires Improvement ●

inspection.

Braceborough Hall Retirement Home

Detailed findings

Background to this inspection

We undertook a focused inspection of Braceborough Hall Retirement Home on 26 May 2016 to check that the registered persons had addressed three breaches in legal requirements we found when we completed an inspection on 1 October 2015. We wanted to ensure that people were safely and reliably receiving all of the care they needed.

Our inspection was unannounced and the inspection team consisted of a single inspector.

During our inspection we spoke with six people who lived in the service. We also spoke with two senior care workers, a care worker and the chef. In addition, we spoke with the registered manager. We observed care that was provided in communal areas and we looked at records that showed how well people were receiving the care that they needed. This included the assistance they received to have enough nutrition and hydration and the way in which they were supported to follow their hobbies and interests. We also looked at records that described how quality checks had been completed in relation to planning and delivering care, the recruitment and training of staff and the maintenance of the accommodation.

Is the service effective?

Our findings

When we completed an inspection of this service on 1 October 2015 we found that there was a breach of legal requirements. This was because the registered persons had not made suitable arrangements to support people when they were at risk of not eating and drinking enough.

In more detail, we found that the registered persons had not established a robust system to support people to maintain a suitable body weight. This was because people had not always been offered the opportunity to weigh themselves. Also, we noted that when measurements had been taken staff had not always correctly analysed the results. In addition, the system used to assist people who were not eating and drinking the right amounts was not well organised. This was because staff had not consistently recorded how much these people were eating and drinking each day. Furthermore, staff had not been given clear guidance about how much nutrition and hydration each person should be having. We also found that not all staff had the knowledge and skills they needed to recognise when someone was becoming under-nourished or dehydrated. These shortfalls had reduced the registered persons' ability to support people to have enough nutrition and hydration to stay well.

After the inspection the registered persons wrote to us to explain what actions they would take to make the necessary improvements. They said that all of the improvements in question would be completed by 1 January 2016.

At the present inspection on 26 May 2016 we found that the registered persons had made the necessary improvements. Records showed that people had been regularly offered the opportunity to have their body weight checked. In addition, staff had correctly analysed the results so that any significant changes could be noted so that any necessary medical advice could be sought. We noted that at the time of our inspection none of the people who lived in the service needed staff to monitor how much they were eating and drinking. However, documents showed that staff had been given new guidance about how to correctly record a person's nutrition and hydration. We also saw that staff had received further training about and knew how to recognise if someone was at risk of under-nutrition or dehydration. A person told us about the catering arrangements saying, "I like the meals in general and the staff keep an eye on us all to make sure we have as much as we need. They're always reminding us to drink plenty of squash when the weather gets warm which is right for them to do of course."

These improvements helped to ensure that people received the care they needed to eat and drink enough to stay well.

Although we found improvements had been made we have not revised the rating for this key question. This is because to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will therefore review our rating for 'effective' at the next comprehensive inspection we undertake.

Is the service responsive?

Our findings

When we completed an inspection of this service on 1 October 2015 we found that there was a breach of legal requirements. This was because the registered persons had not made suitable arrangements to support people to express their autonomy by following their hobbies and interests.

In more detail, we found that the registered persons had not always provided people with the regular and varied opportunities they wanted to pursue and enjoy their hobbies and interests.

After the inspection the registered persons wrote to us to explain what actions they would take to make the necessary improvements. They said that all of the improvements in question would be completed by 1 January 2016.

At the present inspection on 26 May 2016 we found that the registered persons had more regularly supported people to engage in social activities. New and more detailed records showed that a social activity was being held in the service on most days. In addition, we noted that these activities included a wider range of events such as quizzes, reading from the local newspaper, gentle exercise and listening to musical entertainers. People told us that they appreciated the activities that were provided because there was something specific to engage their interest on most days. A person when speaking about this said, "The balance is about right. There's some sort of social thing to do most afternoons and I quite look forward to them." Another person said, "The staff help us with quizzes and there's a singer who comes in quite often. It breaks up what can be a long day and I usually do join in."

These improvements helped to ensure that people were suitably supported to pursue their hobbies and interests.

Although we found improvements had been made we have not revised the rating for this key question. This is because to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will therefore review our rating for 'responsive' at the next comprehensive inspection we undertake.

Is the service well-led?

Our findings

When we completed an inspection of this service on 1 October 2015 we found that there was a breach of legal requirements. This was because the registered persons had not fully protected people who lived in the service against the risks of inappropriate or unsafe care by regularly assessing and monitoring the quality of the care and facilities provided.

In more detail, we found that the registered persons had not established a robust quality system to ensure that suitable background checks were always completed before new staff were appointed. Another shortfall had involved the registered persons not robustly making sure that staff received all of the training that they considered was necessary. We found a further problem in that regular checks had not always been undertaken to ensure that the care people received was assessed, planned and delivered in the right way. This included the assistance people needed to eat and drink enough to stay well. A further problem involved the arrangements that had been made to ensure that the electrical wiring installation remained safe to use.

These shortfalls had reduced the registered persons' ability to ensure that people safely and reliably received all of the care they needed.

After the inspection the registered persons wrote to us to explain what actions they would take to make the necessary improvements. They said that all of the improvements in question would be completed by 1 January 2016.

During the present inspection on 26 May 2016 we found that the registered persons had introduced a more robust recruitment procedure. Although no new staff had been appointed since our last inspection, documents showed that a strengthened system had been introduced to ensure more robust background checks would be completed before a person was appointed. This development better enabled the registered persons to ensure that applicants could demonstrate their previous good conduct and were suitable people to work in the service.

We also noted staff training was better organised. Records showed that most staff had received all of the training that the registered persons considered to be necessary to safely provide care for people. In addition, we saw that the registered manager had completed more thorough checks as a result of which arrangements had been made for individual members of staff to complete any training that they had previously missed. We also found that staff had the knowledge and skills they needed to safely and reliably care for people. Speaking about their experience of receiving care in the service a person said, "I find the staff to be very good and caring. It's more like a family setting, they know what help I need and make sure I get it."

A further improvement involved new arrangements that had been made to check that care was being assessed and delivered in the right way. These involved the registered manager completing a new monthly audit of records that described the assistance each person received. We noted the audits to show that people were receiving all of the care they needed including being supported to eat and drink enough, keep

their skin healthy and to promote their continence.

At our earlier inspection we found that the registered persons had not quickly completed repairs that an electrician said needed to be made so that the electrical wiring installation remained safe to use. At our present inspection we saw records that showed all of the repairs in question had been completed. In addition, the registered manager said that she had introduced a new checklist that listed any repairs that needed to be made to the accommodation and showed when they were completed. They said that this had been done so that it was less likely that the need for any other repairs would be overlooked.

Although we found improvements had been made we have not revised the rating for this key question. This is because to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will therefore review our rating for 'well led' at the next comprehensive inspection we undertake.