

ABLE (Action for a Better Life)

Glanmor

Inspection report

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Tel: 01249651336

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12 April 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

Glanmor is a care home which provides accommodation and personal care for up to seven people with mental health needs. At the time of our inspection seven people were living at the home.

This inspection took place on 12 April 2017 and was unannounced.

There was a registered manager in post at 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 and associated Regulations about how the service is run. The registered manager was not available on the day of the inspection due to other commitments.

We previously carried out a comprehensive inspection of this service in June 2016. A breach of legal requirements was found. The service was rated Good overall and Requires Improvement in the 'Safe' domain. After the comprehensive inspection, the provider wrote to us to say what actions they would take to meet legal requirements in relation to the breach of Regulation 12 of the Health and Social Care Act Regulated Activities Regulations 2014.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Glanmor on our website at www.cqc.org.uk. We found on this inspection the provider had taken all the steps to make the necessary improvements.

Medicines held by the home were securely stored and people were supported to take the medicines they had been prescribed. Medicine administration records had been fully completed, which gave details of the medicines people had been supported to take.

People told us they felt safe and staff were kind to them. Comments includes, "I like living at Glanmor. I feel safe here" and "The staff treat me well and are kind".

There were systems in place to protect people from abuse and harm and staff knew how to use them. Staff understood the needs of the people they were supporting.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Medicines were managed safely. Staff treated people well and responded promptly when they requested support.

People said they said they felt safe when receiving support.

Systems were in place to ensure people were protected from abuse. People were supported to take risks and were involved in developing plans to manage the risks they faced.

Glanmor

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.

This unannounced inspection was carried out to check that improvements to meet legal requirements planned by the provider after our June 2016 inspection had been made. We inspected the service against one of the five questions we ask about services: Is the service Safe? This is because the service was previously not meeting some legal requirements.

The inspection was completed by one inspector. Before the inspection we reviewed all of the information we hold about the service, including previous inspection reports and notifications sent to us by the provider. Notifications are information about specific important events the service is legally required to send to us.

During the visit we spoke with three people who use the service and two support workers. We spent time observing the way staff interacted with people who use the service and looked at the records relating to support and decision making for three people. We also looked at records about the management of the service.

Is the service safe?

Our findings

At the last comprehensive inspection in June 2016 we identified that the service was not meeting Regulation 12 (2) (g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because medicines were not always managed safely. The registered manager wrote to us to set out the action they would take to address shortfalls in medicines management following the inspection. The registered manager said this work would be completed by 1 October 2016. At this inspection we found that medicines were being managed safely.

Medicines held by the home were securely stored and people were supported to take the medicines they had been prescribed. Medicine administration records had been fully completed, which gave details of the medicines people had been supported to take. Where people were prescribed medicines to be taken 'as required', there were clear procedures in place to inform staff when they should support the person to take the medicines. Records demonstrated staff had followed these procedures and received authorisation from a manager before administering these medicines. There was a record of medicines received into the home and returned to the pharmacist.

People told us they felt safe and staff were kind to them. Comments included, "I like living at Glanmor. I feel safe here" and "The staff treat me well and are kind".

Staff had the knowledge and confidence to identify safeguarding concerns and act on them to protect people. They had access to information and guidance about safeguarding to help them identify abuse and respond appropriately if it occurred. Staff told us they had received safeguarding training. Staff were aware of different types of abuse people may experience and the action they needed to take if they suspected abuse was happening. They said they would report abuse if they were concerned and were confident the provider would act on their concerns. Staff were aware of the option to take concerns to agencies outside the service if they felt they were not being dealt with. Staff said safeguarding issues were discussed in their weekly staff meetings and they were regularly asked whether they had any concerns about people's safety or welfare.

Risk assessments were in place to support people to be as independent as possible, balancing protecting people with supporting them to maintain their freedom. We saw assessments about how to support people to travel and socialise independently, use household chemicals and evacuate the building in the event of an emergency. We also saw details of people's mental health conditions and signs that their health was deteriorating. The assessments included details about who was involved in the decision making process and how any risks were going to be managed, including contact details of key health and social care professionals involved in the person's care. We saw that people had been involved throughout this process and their views were recorded on the risk assessments. Staff demonstrated a good understanding of these plans, and the actions they needed to take to keep people safe. One support worker commented, "Risks are well managed. Risk assessments are updated promptly".

Sufficient staff were available to support people. People told us staff were available to support them when

they needed it. Staff were also confident there were enough of them to be able to provide the care and support people needed.