

Southlea Limited

# Southlea Residential Care Home

## Inspection report

23a Cross Lane  
Radcliffe  
Manchester  
Greater Manchester  
M26 2QZ

Tel: 01612809841

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25 February 2016

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## Ratings

Overall rating for this service

Good ●

Is the service effective?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

This was an announced focused follow up inspection which took place on 25 February 2016. At our last inspection on 29 September and 1 October 2015 we found that the service was not meeting all the regulatory requirements we looked at in relation to staff training and quality assurance. We received an action plan from the provider which informed us of what action they were going to take to make the improvements needed to meet the Regulations.

Southlea is registered to provide accommodation for up to five people who have mental health needs and require support with personal care. There were five people living at the home on the day of our inspection. We did not speak to any people who lived at the service during this inspection visit.

A registered manager was in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider.

It was noted that the registered manager had acted quickly to address the shortfalls we found at our last inspection.

We saw that staff had received the training they need to support people safely and effectively.

We saw evidence to show that the registered manager had taken action to seek the views of people who used the service and relatives.

People who used the service commented, "Staff are there when you need to talk and don't make you feel too monitored. They let you do your own thing" and "I like them very much. They are very kind to me."

Relatives who respond commented that they thought it was a pleasant, clean and welcoming home. One relative stated, "Good service. Good communication."

The local authority quality assurance team had no concerns about the service.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service effective?

Good ●

The service was effective.

Staff training records showed that staff had received the training they needed to support people safely and effectively.

### Is the service well-led?

Good ●

The service was well led.

Improvements had been made in relation to the monitoring of the quality of the service provided, to include the views of people who used the service about the care and support they received.

The local authority quality monitoring team informed us that they had no concerns about the service.

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## **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 and to provide a rating for the service under the Care Act 2014.

Before our visit we contacted the local authority safeguarding team and the commissioners of the service to obtain their views about the service. We were told by the local authority quality assurance team that they had no concerns about the service.

This inspection was announced and carried out by an adult social care inspector.

We visited the home on 25 February 2016. We spoke to the registered manager and looked at records relating to staff training and quality assurance.

## Is the service effective?

### Our findings

At our last inspection the staff team training record showed that two staff had not undertaken the mental health awareness training and four staff had not undertaken training in nutrition and diet, which was a specific health need of a person who lived at the home.

At this inspection we were told by the registered manager that the two staff who had not received the mental health awareness training had left the home or were on long term absence so had not been available to take the training.

The updated staff training record showed that all staff who were available had now undertaken training in nutrition and diet. It was noted that this training was undertaken promptly following our last inspection visit.

It was noted that the registered manager had acted quickly to address the shortfalls in the Regulations.

## Is the service well-led?

### Our findings

The service had a registered manager. 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 a legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At our last inspection the registered manager told us that the home did not hold service user meetings with people who lived at the home but talked with them on a regular basis to get their feedback. A quality assurance review had not been undertaken but a relative had made a positive comment in the complaints, comments and compliments book about the home.

At this inspection we found that the service had undertaken three service user meetings. The meetings discussed meals out, enjoyment of Christmas shopping and a birthday buffet tea. They also discussed changing their supermarket supplier who had let the home down and choosing another one, which was done, and decoration in the home. A monthly newsletter also continued to be produced.

We saw that a quality assurance survey had been carried out and responses from those asked had been positive. People who used the service commented, "Staff are there when you need to talk and don't make you feel too monitored. They let you do your own thing" and "I like them very much. They are very kind to me."

Relatives who respond commented that they thought it was a pleasant, clean and welcoming home. One relative stated, "Good service. Good communication." We saw in the compliments, complaints and suggestions book comments from visitors to the home which included comments from visiting trainers that stated, "The staff here are a fantastic group always warm and welcoming" and "What a lovely, warm, friendly place. Staff are always welcoming."

It was noted that the registered manager had acted quickly to address the breaches in the Regulations at our last visit.

Monitoring the standard of care provided to people funded by the local authority was undertaken by the local authority contract and quality assurance team. This was an external monitoring process to ensure the service met its contractual obligations to the council. At our last inspection we were informed by the local authority that they had carried out a quality assurance monitoring visit and shortfalls had been found. They also expressed concern about the time it had taken to make the necessary improvements.

Before this inspection we contacted the local authority quality assurance teams who confirmed that they no longer had any concerns about the service.