

Westwood Housing Association

Burrell Mead

Inspection report

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15 June 2016

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Ratings

Overall rating for this service

Good ●

Is the service responsive?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 5 and 7 May 2015 at which a breach of a legal requirement was found. We found that people's care and support needs were assessed, however there were no appropriate guidelines in place for staff on how they should support people to meet these needs. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Burrell Mead' on our website at www.cqc.org.uk.

We undertook this focused inspection on the 15 June 2016 to check that the provider had complied with this legal requirement. This report only covers our findings in relation to the follow up on the breach in respect of person-centred care, Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities Regulations 2014).

We found that the provider had addressed the breach of Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities Regulations 2014).

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

Good ●

The service was Responsive

People's needs were assessed and care files included detailed information and guidance for staff about how their needs should be met.

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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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook a focused inspection of Burrell Mead on 15 June 2016. This inspection was completed to check if improvements had been made to meet the legal requirements for the breach to regulations we found after our comprehensive inspection 5 and 7 May 2015. We inspected the service against one of the five questions we ask about services: is the service responsive. This is because the service was not meeting legal requirements in relation to this question.

The inspection was undertaken by one inspector. Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements. We spoke with two members of staff and looked at the care records of four people who used the service. We did not speak with any people using the service at this inspection.

Is the service responsive?

Our findings

At our previous inspection on 5 and 7 May 2015 we found that people's care and support needs had been assessed however there were no appropriate guidelines in place for staff on how they should support people to meet these needs. For example one person's care plan for communication indicated that they refused to wear a hearing aid and their care plan for mobility indicated they were reluctant to move around the home. Another person's care plan indicated they had a bath on a Thursday morning however the plan did not indicate what support this person needed from staff. These issues were a breach of Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The provider sent us an action plan on 1 June 2015 telling us how they planned to improve the homes care planning process.

At this inspection on 15 June 2016 we looked at the provider's care planning process. We found there was a new computer based care planning system in place. This system included much more detailed information about people's needs and guidance for staff on how they needed to support people to meet these needs. For example one person's care plan for communication recorded how they were to be supported and encouraged to wear a hearing aid. Another person's care plan for personal care recorded what the person could do for themselves and what staff needed to do to support them whilst bathing. A third person's care plan for skin care recorded what staff needed to do to support them to keep their skin in good condition.

A member of staff told us, "I love the new care planning system. It's much easier to use. The system holds better information about people, what their needs are and what we need to do to help them. It's easy to update and keep people's needs under review. New staff have found it simple and straight forward." Another member of staff said, "I have worked here for many years and care plans had always been a problem. The new system is great, it's a lot better. We get more time to spend with the residents because we are not going through lots and lots of paperwork."

We found that the provider had addressed the breach of Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We have revised and improved our rating for this key question to 'Good' at this time because appropriate action had been taken, and the systems and processes that have been implemented have been in place for a sufficient amount of time for us to be sure of consistent and sustained good practice.