

Mrs Tersaim Khaira

Orchard Cottage

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of Orchard Cottage on 24 August 2016 at which we found a breach of regulation. At this inspection, we found that people had not always received safe and appropriate care. The registered provider did not deploy sufficient numbers of staff to ensure that people's needs were always met.

Due to our concerns and the breach of regulation, we issued a requirement notice where the provider and the registered manager were required to take action to ensure they met with our regulation.

We undertook a focused inspection on 7 March 2017 to check that the service now met the legal requirements. 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 'Orchard Cottage' on our website at www.cqc.org.uk.

Orchard Cottage is a residential care home that provides accommodation and support for up to 10 older people. Nine people were using the service at the time of our inspection on 7 March 2017.

At our focused inspection on 7 March 2017, we found the registered manager and provider met the legal requirements in relation to staffing. There were sufficient numbers staff deployed to enable them to support people safely and to complete their duties in an unhurried manner. People's requests for support were attended to without delay. Staffing levels were reviewed and increased where appropriate to meet people's needs. The duty rotas consistently and adequately covered routine shifts and planned absences to ensure there were sufficient staff to meet people's needs safely and appropriately.

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. There were sufficient numbers of suitably experienced and trained staff to support people and to meet their needs safely.

People's needs were assessed and reviewed regularly to ensure there were sufficient numbers of staff to meet their needs.

The registered manager and provider were now meeting the legal requirements with regards to staffing.

Orchard Cottage

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 a focused inspection of Orchard Cottage on 7 March 2017. This inspection was carried out to check that improvements to meet legal requirements planned by the registered manager and the provider after our comprehensive inspection on 24 August 2016 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 not meeting the legal requirements in relation to this question.

One inspector carried out this inspection. Before our inspection, we reviewed the information we held about the service including any statutory notifications received. A statutory notification is information about important events which the provider is required to send us by law. We used this information to help us plan the inspection.

During our inspection, we spoke with five people using the service and a healthcare professional visiting the service. We also spoke with the registered manager, home manager and two members of the care staff. We looked at staff rotas and care records which included risk assessments. We read management records of the service including incident reports and audits to monitor quality of the service.

We undertook both general and formal observations using the short observation framework for inspections (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

After the inspection, we received feedback from three relatives and two care staff.

Is the service safe?

Our findings

At our previous inspection on 24 August 2016 we found the provider and the registered manager did not ensure there were sufficient numbers of staff deployed to support people and meet their needs safely.

On this inspection of 7 March 2017, we found that people's needs were met appropriately. There were sufficient numbers of staff deployed to support people safely and to their needs. One person told us, "I can't find fault with the staff. If you let them know, they do come and help." Another said, "They come straight away." A healthcare professional told us they observed people receiving the support they required and felt there were enough staff on duty to respond to people's requests. A member of staff told us, "The workload is more than manageable." The registered manager told us and records confirmed they assessed people's needs to determine the number of staff required to support them safely. One member of staff said, "We do manage well with the level of work. When [person's name] was here and their health needs had increased, the registered manager arranged a one to one support for nights, which helped us (staff) to support them well and until they left the service." Staffing levels were increased based on people's needs and the support they required. Staff said they were confident to approach the registered manager in relation to any concerns about staffing levels and that their views would be considered.

During our inspection, we observed people had their requests for support responded to without delay. For example, a person asked for a cup of tea, and staff provided this in a timely manner. People used call bells to get the attention of staff if they needed help in their rooms. One person told us, "I have a call bell in my room and know how to use it. It's not very long that I wait for staff after ringing the bell to call for help." They said staff responded to the calls bells promptly and supported them as they wished. We saw staff checked on people if they were carrying out other tasks to ensure they were comfortable and safe and to provide support when needed. Staff said they had sufficient time during the shift to record daily notes on the care provided to people and complete other tasks safely.

People received support from a consistent and regular staff team. One person said, "I have been living here for a long time, nice staff and nice people. I am well looked after." Staff told us they were a small team and supported each other to cover annual leave and sickness absences. We looked at staff rotas over six months and saw that since our last inspection of August 2016, the service had used agency care staff to cover unexpected staff absences on three occasions. The registered manager had oversight on the managing of the rota to ensure the availability of competent staff with the appropriate skills mix to support people safely. Wherever possible, permanent staff not scheduled to work where called in to cover absences and to minimise the use of agency staff. The registered manager said this ensured people received consistent support from staff who already knew them. Duty rotas showed there was a stable and permanent staff team at the service. The home manager sometimes worked as part of the care staff when needed to ensure people received the care they required safely and from familiar staff.

People were encouraged to take part in activities of their choice. However, there were mixed views from people about the timing of the activities. One person told us, "Staff are sometimes busy in the mornings. We get to chat amongst ourselves, read newspapers and watch television. It would be nice to have some

activities in the morning." Another person said, "We have activities in the afternoon. It doesn't bother me as I do my own thing in the morning." Another third person told us, "The staff do sit and have a chat. It's generally busy in the morning as we all come down at different times." People told us they went out for walks and spent time in the garden during the summer months. The registered manager told us and staff confirmed there was a member of staff assigned to lead activity sessions in the afternoons such as exercise classes, bingo and board and card games.

People at the service were supported by their relatives to go out when they wished to. One person told us, "I came down here to live closer to my [relative]. They are here so often and take me out when I want to." Another person said, "My relative does my shopping. I go out with them and get to do other things away from the service." The registered manager told us all the people living at the service had relatives who were involved in their care. Records of people's terms and conditions of living at the service stated that if they wanted to go out for activities, they would need to pay an extra charge for a member of staff to accompany them. The registered manager told us they would make available an additional member of staff if a person wanted to go out.

People were protected from avoidable harm. There were 12 incidents and accidents involving people since our last inspection in August 2016. We reviewed incidents and accidents to check if this was caused by staffing levels at the service. People at the service were independent and required minimal support with their personal care. The registered manager had reviewed the incidents and risk assessments to ensure people were safe. For example, a person's risk assessment had been updated to ensure they had support when in bed to keep them from falling out. We could not establish a link between the accidents to the staffing levels.

We found the service was now meeting Regulation 18 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.