

Alan Coggins Limited

Knyveton Hall Rest Home

Inspection report

34 Knyveton Road
Bournemouth
Dorset
BH1 3QR

Tel: 01202557671

Date of inspection visit:
12 July 2017

Date of publication:
03 November 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

This inspection was unannounced and took place on 12 July 2017. At the last inspection in September 2016 the service was not meeting the regulations and we made a requirement under Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the auditing of the controlled drugs register had failed to resolve controlled drugs recording errors. These included medicines returned to the pharmacist but still recorded as being held in the home and incorrect recording of amounts of medicines in stock. The 'Is the service Safe?' question was rated as 'Requires improvement'.

At this inspection we found the service met the regulations because of the improvements made in the management of medicines. The 'Is the service Safe?' question is now rated as 'Good'.

The overall rating for Knyveton Hall remains Good.

The service had a registered manager at the time of the inspection. 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.

There had been an improvement in medicines management.

An environmental risk assessment had been undertaken and action taken to make identified hazards safer.

No new members of staff had been recruited since the last inspection. At the previous inspection we found the service had followed robust procedures to make sure suitable people were employed.

Staff had been trained in safeguarding adults and were knowledgeable in this field.

Risk assessments had been completed to make sure care and support was delivered safely with action taken to minimise identified hazards.

Accidents and incidents were monitored to look for any trends where action could be taken to reduce likelihood of recurrence.

There were sufficient staff employed to meet the needs of people accommodated.

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 was an improvement in medicines management meeting a requirement made at the last inspection in September 2016.

There were systems in place to make sure people were cared for safely.

Staffing levels were appropriate to meet people's needs.

Knyveton Hall Rest Home

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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We reviewed the notifications the service had sent us since we carried out our last inspection. These had not included any substantiated safeguarding allegations. A notification is information about important events which the service is required to send us by law .

This inspection took place on 12 July 2017 and was unannounced. One inspector carried out the inspection. We met with many of the people living at the service and spoke with five people, who told us about their experience of living at Knyveton Hall.

The registered manager assisted us throughout the inspection. We also spoke with one member of staff and a visiting trainer from a training provider.

We looked in depth at two people's care and support records, people's medication administration records and records relating to the safety of the premises. These included staffing rotas, staff recruitment and safeguarding training records, premises maintenance records, a selection of the provider's audits, policies and quality assurance surveys.

Is the service safe?

Our findings

People had no concerns about their care and support at Knyveton Hall when we spoke with them. Some comments included: "All very good", "I am very happy, lovely staff", and "Lovely, I did not expect it to be so good".

At the last inspection in September 2016 we made a requirement concerning medicines management. Medicines returned to the pharmacist had been recorded as still being in the custody of Knyveton Hall and therefore records showed incorrect balances of controlled drugs.

At this inspection we reviewed how medicines were managed. The home had suitable storage facilities, including a controlled drugs cabinet and a small fridge for medicines requiring refrigeration. Records were maintained to show the fridge was working within the required temperature range. There was still an area for improvement as on occasion the fridge thermometer had not been reset for taking new readings. However, this did not amount to a breach of medicines management. Medication administration records had been completed in full with no gaps in recording, showing that people had received their medicines as prescribed by their GP. Medication records included information about any allergies people had to particular medicines. Staff had been trained in the safe administration of medicines and had their competency assessed. There were care plans for 'as required' medicines so that staff could be guided to give these consistently. Where people had been prescribed topical creams, body maps showed staff where to apply the creams. The person in charge of medicines ordered these from the pharmacy and checked the unit dosage containers when new medicines were delivered.

People were protected from bullying, harassment and avoidable harm. Staff had completed training in adult safeguarding that included knowledge about the types of abuse and how to refer allegations. Records corroborated that staff had received this training and there was a system in place to ensure staff had 'refresher' training when required. The staff member we spoke with was aware of the provider's policy for safeguarding people. Since the last inspection, the registered manager and deputy manager had attended a course on safeguarding for managers.

A risk assessment of the premises had been carried out, identifying hazards and actions taken to make the service as safe as possible for people. On being shown around the service, a broken magnetic door release was identified and the registered manager took immediate action to have this fixed.

Since the last inspection, the local environmental health team had visited the service and awarded it a four star rating for food hygiene. Boilers and equipment had been tested and inspected and the service was compliant with water regulations.

The two care files we looked at showed that risk assessments had been carried out to make sure that people's care and support needs were met safely by staff.

One of the management team had carried out a review and audit of accidents for the preceding year,

looking for trends that could reduce the incidence of such events.

Records regarding fire safety showed that tests and inspections of the fire safety systems were taking place as required. A fire risk assessment had also been carried out.

The home had an emergency file containing key information about people accommodated as well as personal evacuation plans for each person. There were also emergency plans in place in the event of emergency scenarios.

At the last inspection in September 2016 there were suitable staffing levels to meet people's needs. The same levels of staffing were in place and again, staff and people we spoke with had no concerns about the levels of staff provided.

No new members of staff had been recruited to the staff team since the last inspection. At the last inspection in September 2016 we found there were robust systems in place for the recruitment of staff and that all of the required checks had taken place before new members were taken on.