

# Lifeline Nursing Services Limited

# St Claire's Nursing Home

## Inspection report

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## Ratings

### Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



## Overall summary

We carried out an unannounced comprehensive inspection on 14 April 2015. A breach of a legal requirement was found. After the inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

At the last inspection on 14 April 2015 we found that the provider was not meeting the standards of care we expect in relation to ensuring there were sufficient staff on duty to meet people's needs.

Care could not be delivered to people as they wished and they told us their needs were not always met.

We undertook this focused inspection on 30 December 2015 to check that they had followed their plan and to confirm they now met the legal requirements. During this inspection on the 30 December 2015 we found the provider had made improvements in the area we had identified.

This report only covers our findings in relations to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for St Claire's Nursing Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

St Claire's Nursing Home provides care for older people who require nursing and personal care. At the time of the inspection there were 35 people living at the home.

At the time of the inspection there was not a registered manager in post. However, the manager's application was being processed by CQC. 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.

On the day of our inspection we found staff interacted well with people and people were cared for safely. People

## Summary of findings

told us their needs were being met. Staff told us they had sufficient time to meet people's needs and to help them

take part in social activities. The provider had systems in place to ensure they knew the needs of people living at the home and could adjust the staffing levels when required.

# Summary of findings

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

We always ask the following five questions of services.

### **Is the service safe?**

We found that action had been taken to improve the safety of the service.

This meant that the provider was now meeting legal requirements.

Sufficient staff were on duty to meet people's needs.

A system was in place to ensure the needs of people were taken into consideration when calculating staffing levels.

Whilst improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

**Requires improvement**



# St Claire's Nursing Home

## Detailed findings

### Background to this inspection

We carried out an unannounced focused inspection on 30 December 2015. This inspection was completed to check that improvements to meet a legal requirement with regard to sufficient staff being available to meet people's needs had been made.

The provider had sent us details of how they were going to make improvements. We inspected the service against one of the five key questions we ask about services; is the service safe. This is because the service was not meeting a legal requirement in relation to that section.

The inspection was conducted by one inspector.

During our inspection we observed care. We spoke with seven people who use the service, two relatives, the deputy manager, the manager, the area manager and three care workers. We looked at staff rotas and a report of how staffing needs had been calculated.

# Is the service safe?

## Our findings

At our previous inspection on 14 April 2015 we identified that people were not adequately protected because there were insufficient staff to meet their needs. This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

After our inspection the provider wrote to us to say what they would do to meet the legal requirement. At our focused inspection on 30 December 2015 we found that the provider had followed the action plan they had written to meet shortfalls in relation to Regulation 18 described above.

People and relatives told us their needs were being met. They said staff allowed them time to maintain their independence and were patient with them. One person said, "They have been in this morning. They are marvellous. They keep checking." Another person said, "The carers are looking after me. They are very good. They do everything for me. I am satisfied with what the staff are doing." A relative told us, "[Named relative] is being looked after."

People and relatives told us they could speak with staff and explain what they wanted them to do. One person said, "I wouldn't stop here if it wasn't alright. All my needs are being met." Another person said, "I get things done when I want them. I go to bed when I want and get up when I want." A relative said, "Things are getting better. Everyone is making an effort."

Staff told us the staffing levels each day had improved. One staff member said, "It's a lot better. Residents are more pleased with what they are getting." Another staff member said, "We are getting there with staffing levels. Normally we are ok now. It's improved a lot." Staff told us they now have more time in the afternoon to give quality care to people. They said other departments also help out at meal times.

Staff told us they could voice their opinions to the manager. They told us they were approachable and everyone worked as a team. One staff member said, "The atmosphere is better." Another staff member said, "I feel supported."

We looked at the staff rota for last month and the current month. Staff told us the details were correct. The staff on duty that day was reflected in the records. Staff told us that extra working hours were available to take people to appointments. This had been identified on the rota. Staff told us that on Christmas day the staff rotas had been adjusted as a lot of people had gone home for the day. Therefore there were sufficient staff on duty to ensure they were ready to go out and sufficient staff in the evening to ensure they were not hurried when going to bed.

We saw details of how the manager had calculated the staffing levels at the home. This had taken into consideration the dependency of each person who used the service. It also considered the role of other departments such as the kitchen and domestic staff and how they contributed to people's care and support. Some agency staff were being used on odd occasions whilst the provider was processing new staff applications. A process was in place to cover for staff who were on sick, maternity or holiday leave and when staff were released for training purposes.

We observed that the atmosphere in the home was a lot calmer than on our last visit. We saw staff approached people in a caring manner and respected their wishes. Staff did not hurry people. For example those that walked slowly, but required a staff member to walk with them. Call bells were answered promptly and we saw staff give explanations if they could not attend to a person's needs immediately. We observed they returned to the people as soon as practicable. We also noticed there were more people sitting out of bed and joining in events, even those we had observed spent nearly all of their time in bed on our last visit.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.