

Larchwood Care Homes (North) Limited

Sowerby House

Inspection report

Front Street
Sowerby
Thirsk
North Yorkshire
YO7 1JP

Tel: 01845525986

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19 February 2020
27 February 2020

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Ratings

Overall rating for this service

Good 

Is the service safe?

Inspected but not rated

Is the service effective?

Inspected but not rated

Is the service caring?

Inspected but not rated

Summary of findings

Overall summary

About the service

Sowerby House provides residential care for younger adults and older people who may be living with a physical disability or dementia. The service is registered to support up to 51 people in one adapted building. Twenty-nine people were using the service when we inspected.

People's experience of using this service and what we found

People felt safe and cared for. However, there were some inconsistencies in staff's approach which increased the risk of harm occurring. Regular and thorough checks had not always been completed and there were some gaps in records relating to the support provided. We made a recommendation about reviewing the approach to monitoring and checking people's needs were met.

People's needs were assessed. Staff understood the support required and risk assessments were in place to guide them on how to safely support people. Enough staff were deployed to make sure people's needs were met.

People were supported by staff who had been trained to identify and respond to any safeguarding concerns. Staff completed a range of other training to help make sure they knew how to safely look after people. Staff provided positive feedback about the culture, leadership and training provided.

Staff were kind and caring. Systems were in place to help support people to maintain their privacy and dignity. We spoke with the registered manager about securely storing all confidential information and they acted to address this.

For more details, please see the full report which is on the Care Quality Commission's (CQC) website at www.cqc.org.uk.

Rating at last inspection

The last rating for this service was good (report published 2 August 2018).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the quality and safety of the service. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on a Warning Notice or other specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was not always safe.

Details are in our safe findings below.

Inspected but not rated

Is the service effective?

The service was effective.

Details are in our effective findings below.

Inspected but not rated

Is the service caring?

The service was caring.

Details are in our caring findings below.

Inspected but not rated

Sowerby House

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. This was a targeted inspection to check a specific concern we had about the service.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Sowerby House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the CQC. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

The inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and other professionals who work with the service.

The provider was not asked to complete a provider information return before this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with eight people who used the service, four people's relatives and received feedback from two professionals. We spoke with the registered manager and six members of staff including senior care workers and care workers.

We reviewed three people's care records in full and five people's in part. We looked at training and supervision records as well as other records relating to the management of the service.

After the inspection

We continued to review evidence from the inspection and seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated requires improvement. At this inspection this key question has remained the same. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- There were some inconsistencies in staff's approach, which increased risks to people's safety and wellbeing.
- Regular and thorough checks had not always been completed or recorded to make sure people's needs were met. For example, in relation to wellbeing checks and when recording and responding to risks around people's fluid intake.
- There were some gaps in records relating to the support provided with personal care and oral hygiene.
- Although we did not find people had been harmed as a result of these issues, they increased the risk people would receive inconsistent care.

We recommend the provider and registered manager review their systems for monitoring and making sure people's needs are met.

- People felt safe with the care and support staff provided; they told us, "The staff do everything you need them to do. They are always there to see to you if you need them" and "As soon as I press the buzzer they come to help."
- Staff were available and provided patient and unrushed support when people needed. Systems were in place to make sure enough staff were deployed.

Systems and processes to safeguard people from the risk of abuse

- People were protected against the risk of abuse or avoidable harm; staff had been trained and understood their responsibility to identify and report any safeguarding concerns.
- The provider had a safeguarding policy and procedure to make sure concerns were reported to and investigated by the local authority safeguarding team.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated good. At this inspection this key question has remained the same. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were assessed, and plans put in place to guide staff on how best to support them.
- Staff were supported to complete a range of training to equip them with the skills and knowledge needed to provide effective care in line with standards, guidance and the law. A relative said, "I can't fault the 'hands on' day to day care that is given. They do a very, very good job."
- Spot checks, for example, in relation to the administration of people's medicines, were used to monitor staff's performance and to help make sure they delivered care in line with good practice guidance.
- Staff provided positive feedback about the culture, leadership, and support provided to them. A member of staff explained, "I love it here. The manager is really easy to talk to. The residents and other staff are all lovely."
- Staff worked with people and their relatives; they responded to feedback to improve the effectiveness of the support provided.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated good. At this inspection this key question has remained the same. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about. We will assess all of the key question at the next comprehensive inspection of the service.

Ensuring people are well treated and supported; respecting equality and diversity

- People received caring support to meet their needs. Feedback included, "I love living here. The staff are good, they are nice" and, "They are very good to you. If you ask them to help, they will."
- People shared meaningful relationships with staff who supported them. Interactions were relaxed and friendly and people clearly enjoyed staff's company.

Respecting and promoting people's privacy, dignity and independence

- Some confidential files had been left in communal areas, which could have compromised people's privacy. We spoke with the registered manager about the importance of securely storing personal information and they agreed to address this.
- People's dignity was maintained. Staff spoke with people in a respectful and dignified way. People told us, "All the staff are nice to me" and, "The staff are very considerate. They don't mind doing anything for you."
- People looked clean and well-cared for; they were supported in private to meet their personal care needs.
- Equipment and adaptations were in place to help people maintain their independence.