

Belmont Parkhill Limited

# Parkhill Nursing Home

## Inspection report

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### Ratings

Is the service effective?

Good



### Overall summary

This inspection was carried out on 26 November 2015 and our visit was unannounced.

We last inspected Parkhill Nursing Home on 7, 8 and 9 January 2015. During that inspection it was found that the domain Is the service effective? Required improvements to be made. Following that inspection, the provider sent us an action planning telling us what they were going to do to achieve compliance in this area. This focused inspection took place to check if the provider had now achieved compliance.

During this inspection we reviewed the information and records held at the service in relation to staff supervision and annual appraisals and spoke with the registered manager. We found that the action taken by the provider since our last inspection of the service meant the provider was now compliant in the domain Is the service effective?

Parkhill Nursing Home is registered to provide both residential and nursing care for up to 38 older people.

There was a registered manager in post. 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.

We saw evidence that staff were receiving formal supervision on a consistent basis and were able to attend 'group' supervision sessions. Plans were in place for all staff to receive an annual appraisal of their work.

# 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 effective?**

The service was effective

We saw that staff received formal supervision on a regular basis, and had opportunities to attend 'group' supervision meetings.

Plans were in place for all staff to receive an annual appraisal of their work.

**Good**



# Parkhill Nursing 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 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.

This focused inspection took place on 26 November 2015 and was unannounced.

The inspection was undertaken by one adult social care inspector.

Before our inspection we reviewed the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirements. We spoke with the registered manager of the service and looked at four staff supervision records and the minutes from two 'group' supervision meetings. The records we looked at were for one nurse, one care worker, one domestic assistant and one cook / kitchen assistant.

# Is the service effective?

## Our findings

We asked the registered manager to tell us what they had done to make sure that all staff employed by the service now received formal supervision on a consistent basis, including an annual appraisal of their work.

We were told that formal one to one supervision for all staff had now been arranged four times per year with two 'group meeting' supervisions also taking place. An annual appraisal was planned to be conducted during the fourth one to one supervision and conclude at the end of a 12 month period. The registered manager confirmed that the appraisal process had started.

The registered manager provided us with the supervision records for four members of the staff team employed in various roles. Each person's supervision session was recorded on a formal document that was designed specifically to their role, for example, nursing and care, domestic and catering staff. We were also provided with minutes from two group meetings. All supervision records had been signed by the supervisor and the person receiving the supervision.

Information contained with the supervision records seen showed that relevant and appropriate topics were discussed that related to the person's individual role within the staff team. For example, opportunities to discuss their skills, knowledge, support needs, training needs, personal development and day-to-day care and support of people using the service.

Each quarter, a particular topic, such as 'dignity' would be the focus of one particular supervision session. The

registered manager told us that this was to make sure all staff received the same message about expectations around the topic and the opportunity to discuss any issues relating to the topic on a one to one basis.

We saw that the supervision sessions planned for the registered nurses was specific to their nursing role within the team and also covered how they maintained their personal professional development and any support they may need to do that.

The registered manager told us that all care staff were in the process of completing a self-assessment ready for participating in the Skills for Care, Care Certificate Standards. The Care Certificate is the expected minimum standard for new health care workers and social care workers and will provide a foundation to a career in care. We were shown one member of staff ongoing assessment document to demonstrate the work involved and could see that the staff member had put a lot of effort into completing the document.

We were provided with the minutes of the latest two staff 'group' meetings. Items discussed at these meetings included, dependency levels, and key work, training, new legislation, for example Deprivation of Liberty Safeguards (DoLS) and providing person centred care. These meetings also gave staff the opportunity to share their ideas about how the service was managed, the future plans for the service and to discuss any matters of concern, as a team.

Staff meetings were now being held on a regular basis and minutes from the latest meetings were provided to demonstrate this.