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Scott's View at South Farm

Inspection report

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Tel: 01507443746

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20 May 2016

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We previously carried out an unannounced comprehensive inspection of this service on 9 December 2015. During this inspection we found that the provider was not meeting the standards we expected and there were breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the systems in place to manage medicines, recruit new staff and monitor the quality of the service were not effective. After the inspection the provider wrote to us to say what they would do to meet the legal requirements in relation to the breaches.

We undertook this focused inspection on 20 May 2016 in order to check whether the provider had followed their plan and to confirm that they now met the legal requirements. At this inspection we found that the provider had not made improvements in all of the areas we had identified.

This report only covers our findings in relation to those requirements. You can see what action we have told the provider to take at the back of the full version of this report. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Scott's View at South Farm on our website www.cqc.org.uk.

Scott's View at South Farm provides care and support for up to five people who may experience learning disabilities, or older people with memory loss associated with conditions such as dementia. It is located in a rural setting on the east coast of Lincolnshire. Two people were living in the home at the time of our inspection. The provider was also the manager of the home. We refer to this person as 'the provider' within the report.

People received their medicines as prescribed. Arrangements were in place for people to be supported to manage their own medicines in a safe way when they wished to do so. There were appropriate arrangements in place to ensure medicines were correctly ordered, received, stored and disposed of.

People were protected from the risk of being cared for by staff who were not suitable because the provider had appropriate systems in place to recruit new staff.

The provider did not have systems in place to assure people that they could effectively identify shortfalls in the quality of the services provided and plan for continuous improvements within the home.

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 since our last inspection to make improvements to how safe the service was.

Systems were in place to ensure people received their medicines in a safe way.

Systems were in place to ensure staff were recruited appropriately.

However, although 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.

We will review our rating for safe at the next comprehensive inspection.

Requires Improvement ●

Is the service well-led?

The service was not consistently well-led.

Formalised systems were in place for people to express their views and opinions about the services received and policies were up to date.

However, the registered person did not have systems in place to effectively monitor the quality of the service and plan for continuous improvement.

Requires Improvement ●

Scott's View at South Farm

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Scott's View at South Farm on 20 May 2016. This inspection was carried out to check that improvements to meet legal requirements with regard to the management of medicines, staff recruitment and quality monitoring which were planned by the provider after our comprehensive inspection on 9 December 2016 had been made.

We inspected the service against two of the five questions we ask about services; is the service safe? and is the service well-led? This was because the service was not meeting some legal requirements in relation to those sections.

The inspection was carried out by a single inspector.

During the inspection we spoke with the provider, who also manages the home, and a member of the care staff. We observed the provider administering medicines and looked at records relating to the management of medicines. We also looked at two staff recruitment files and records relating to the monitoring of quality within the home.

Is the service safe?

Our findings

At the previous inspection in December 2016 we identified that people were not adequately protected against the risks associated with the management of medicines. We also found that the provider did not have systems in place to ensure that staff they employed were suitable to work in the home. Following the inspection the provider wrote to us to tell us what they would do to meet the legal requirements.

During this inspection we found that the provider had made improvements to the ways in which medicines were managed and new staff were recruited.

We looked at the medicines administration records (MAR's) for the two people who lived in the home. They showed that people received their medicines as prescribed by their doctor. The provider had worked with their local pharmacy to develop recording systems to demonstrate medicines were ordered, received and disposed of in a timely manner.

We observed one person receiving their medicines, which were administered safely and in a timely manner by the provider. Following the inspection in December 2016 the provider had taken action to improve the security of medicines. They had ensured that medicines were stored in a more robust, lockable cupboard and a system was in place to ensure the keys to the cupboard were kept safely.

One person managed their own medicines and had lockable storage in their bedroom to keep their medicines safely. The provider had carried out a risk assessment of the person's ability to manage their own medicines and records were kept to show when the person had taken their medicines.

We looked at the recruitment records for two members of staff who were working in the home. We saw the provider had carried out security checks for both staff to make sure they were suitable to work with people who live in the home. They had also obtained information about their work history, including references. We saw the provider had commenced recruitment procedures for another potential member of staff. All of the appropriate checks had been carried out to ensure they were suitable to work with people who lived in the home.

Although we found 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. We will therefore review our rating for safe at the next comprehensive inspection we undertake.

Is the service well-led?

Our findings

At the previous inspection in December 2016 we identified that the provider did not have systems in place to effectively assess and monitor the quality of services that people received. Following the inspection the provider wrote to us to tell us what they would do to meet the legal requirements.

During this inspection we found that the provider had not taken all of the actions required to demonstrate a significant improvement in their system for assuring quality within the service.

The provider had reviewed and updated their policy guidance for subjects such as managing complaints and supporting staff. We also saw that the provider had developed more formalised systems to enable them to receive people's views and opinions about the services provided, including the use of questionnaires.

We saw the provider had developed a care plan audit tool. However, they had not yet begun to use the tool to assess the quality of care planning. The provider was not able to demonstrate that they had developed any other audit tools or framework to monitor areas of the service such as infection control arrangements or environmental health and safety. This meant people who lived in the home could not be assured that the provider would be able to appropriately identify any issues related to the quality of services provided for them, take actions to resolve issues or plan for continuous improvements within the home.

This was a continued breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 17 HSCA RA Regulations 2014 Good governance The registered person did not have systems in place to effectively assess and monitor the quality of the services that people received. Regulation 17 (1) (2) (a) (c)