

# Embrace (England) Limited

# Kibblesworth

## Inspection report

Front Steeet  
Kibblesworth  
Gateshead  
Tyne and Wear  
NE11 0ZH  
Tel: 0191 410 2111  
Website: [www.europeancare.co.uk](http://www.europeancare.co.uk)

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### Ratings

#### Overall rating for this service

Requires improvement



Is the service effective?

Requires improvement



### Overall summary

We carried out an unannounced comprehensive inspection of this service on 13 January 2015. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach of regulation relating to record keeping.

We undertook this focused inspection on 16 December 2015 to check that they had followed their plan and to

confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Kibblesworth on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We found the provider had met the assurances they had given in their action plan and were no longer in breach of the regulations.

# 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?**

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

Staff had received training and further training was planned to give staff more knowledge and insight into the specialist conditions of some people who used the service.

We could not improve the rating for: is the service effective; from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

**Requires improvement**



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## Detailed findings

### Background to this inspection

We undertook an unannounced focused inspection of Kibblesworth on 16 December 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider had been made after our comprehensive inspection on 13 January 2015.

We inspected the service against one of the five questions we ask about services: Is the service effective? This is because the service was not meeting some legal requirements at the time of our initial inspection.

The inspection was undertaken by an adult social care inspector. During our inspection we spoke with the registered manager and four staff and looked at the staff training matrix and two staff training records.

# Is the service effective?

## Our findings

We reviewed the action taken by the provider following our comprehensive inspection in January 2015. This was to check that staff had received training to give them more knowledge into some peoples' specialist needs.

At our visit we saw improvements had been made to ensure staff had received further training to help them provide individual care and support to people.

Staff had opportunities for training to understand people's care and support needs and they were supported in their role. Staff said they received regular supervision from one of the home's management team every two months and nurses received supervision from the registered manager. One staff member commented, "I say at supervision what training I think would be useful for me."

Staff members were able to describe their role and responsibilities. Some staff told us when they began work at the service they completed an induction programme and they had the opportunity to shadow a more experienced member of staff. This ensured they had the

basic knowledge needed to begin work. A staff member told us, "I've just started working here six weeks ago and I'm completing some work books as part of my induction." The registered manager told us new support workers were to study for the Care Certificate in Health and Social Care as part of their induction.

The staff training record showed regular staff were kept up-to-date with safe working practices. The registered manager told us there was an on-going training programme in place to make sure staff had the skills and knowledge to support people. Staff comments included, "There are loads of opportunities for training," "Staff are brought in to cover our shifts if we're doing training," "I've just done positive behaviour support and dementia care," and, "I've done some basic training about health and social care." The registered manager told us a mental health training course was planned for all support workers in January 2016 to give them some understanding and basic mental health awareness.

We found the assurances the provider had given in the action plan with regard to training had been met.