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# Lorraines Residential Home

## Inspection report

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25 August 2016

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 19 July 2016. A breach of legal requirements was found in staffing. On 29 July 2016 we issued a warning notice to the provider. We told the provider to take action to meet the regulations before 23 August 2016.

We undertook this focused inspection visit on 25 August 2016 to check that they now met 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 Lorraines Residential Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

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.

The service was registered to provide accommodation for up to 17 older people. At the time of our inspection 13 people were using the service.

At our last inspection the provider had not ensured that there were adequate staff to meet people's needs. At this focused inspection staffing levels had been increased and we saw that people did not have to wait for staff to attend to them. People were supported to move safely in line with their assessed needs. The additional staffing meant that there was more opportunity for people to pursue their interests and join in group activities. Staff were able to spend additional time with people who chose not to spend time in communal areas to ensure that their needs were met.

## 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 increase the number of staff deployed to meet people's needs safely. This meant that people were supported to move in line with their risk assessments and that their personal needs were met in a timely manner.

**Requires Improvement** ●

# Lorraines Residential 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.

We undertook an unannounced focused inspection visit of Lorraines Residential Care Home on 25 August 2016. This inspection was completed to check that improvements had been made to meet the legal requirements described in one warning notice after our 19 July 2016 inspection. We inspected against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

The inspection was carried out by one inspector. We spoke with two people who used the service about their experience of the support they received. We also spoke with two relatives of people who used the service to gain their feedback. Some people were less able to express their views and so we observed the care and support that they received in communal areas. We spoke with four care staff and the registered manager. We looked at care records for two people to see if their records were accurate and up to date. We also looked at records relating to the management of the service including staff rotas.

We checked the information we held about the service and the provider. This included notifications the provider had sent to us about significant events at the service and information we had received from the public.

# Is the service safe?

## Our findings

At our last comprehensive inspection we saw that there were not sufficient staff deployed to keep people safe. We saw that people were not always supported in line with their risk assessments because there were no staff in communal areas on several occasions. Staff told us that they were not always able to monitor people in their rooms regularly because of the support needs of other people and additional duties such as preparing the evening meal. This was a breach of regulation 18 of the Health and Social Care Act (HSCA) 2008 (Regulated Activities) 2014. We issued the provider with a warning notice to improve the number of staff deployed to ensure that people's needs were met. We told the provider that improvements must be in place by 23 August 2016. At this inspection we found that improvements had been made.

We saw that there were sufficient staff deployed to protect people from harm. One person we spoke with said, "We have three staff on in the morning and afternoon now and that is better because they can help you more". Another person we spoke with said, "I went to bed later last night and stayed in the lounge instead because there was singing and dancing. It was fun". One relative we spoke with said, "My relative only came here recently but we are very happy with it". The registered manager told us, "We have completed a tool which helped us to re-evaluate our staffing levels based on people's current needs. We have increased staffing in the morning and in the afternoon and it means that we have been able to provide more activities for people". Staff we spoke with told us that the increase in staffing levels meant that they felt less pressurised and could spend more time with people. One member of staff we spoke with said, "It has made a big difference because it means that the residents are getting more interaction because we are less rushed". Another staff member said, "Having a member of staff in the lounge means that we can spend quality time with people in their rooms. It also helps when we are doing medication because it means that you can concentrate and not be distracted by the call bell and needing to assist someone". A third member of staff said, "It has been really nice to spend more time with people and to see them enjoying themselves. In the afternoon the additional person prepares the evening meal and that is better for infection control so that we are not all going in and out of the kitchen."

We observed that there was a member of staff present in the communal area to meet people's needs. One person walked across the room carrying a cup of tea and the staff member was able to intervene and re-direct the person. Another person required personal assistance and the staff member used the call system to request additional staff support. We saw that people were supported when they were distressed and that staff had time to have conversations with people. At lunch time we saw that staff were available at all times to assist people with their meals and that included subtle encouragement to maintain one person's independence. People did not have to wait to be supported; for example, after lunch they were supported to move back to the room of their choice once they had finished their meal. We saw that people were supported to move safely including using equipment and records that we reviewed showed that this was in line with their care plan. We saw that people chose to spend time in the communal area who had not previously wanted to. The registered manager said, "Increasing the staffing levels has had a positive impact already because people are engaging in activities and choosing to spend less time alone. We intend to build on this and continue to develop activities". We saw that people who used the service attended a meeting to discuss what they would like to do and three people commented positively on the increase in staffing and

activities for them to participate in.

We saw that additional staff had been employed and that some other staff had their hours altered to ensure that the new arrangements could be met. We reviewed staff rotas and saw that the extra hours were planned for each day in the coming weeks. This meant that the provider had taken action to increase the number of staff deployed to ensure that people's needs were met in a timely, safe manner.