

Miss Dawn Charlesworth and Mrs Cheryl Ince

The Ferns

Inspection report

175 Walmersley Road
Bury
Greater Manchester
BL9 5DF
Tel: 0161 761 6694
Website:

Date of inspection visit: 15 October 2015
Date of publication: 25/11/2015

Ratings

Is the service well-led?

Good



Overall summary

At our last inspection visit on 29 October 2014 we found that The Ferns was not meeting the regulatory requirement to ensure that effective systems were in place to monitor and assess the quality of the home. This visit was undertaken to check that the provider had made improvements. We found that this was the case and the requirement had been met.

At our last inspection we were told by the local commissioning team and by the provider in their PIR that there were shortfalls in quality monitoring and assurance processes, though efforts were being made to make improvements. At this inspection we were informed by local commissioners that the home had achieved a Grade A from them at the last quality review undertaken by them and the action plan had been completed.

We saw that new systems had been put in place and an annual tracker sheet was being used to remind staff of what action they needed to take. We were told by the providers that staff had been involved in this process and they confirmed this to be the case. We also saw that the provider had made significant headway with the electronic computerised system that had been purchased since our last inspection visit. The computerised system had been set up in each of the providers three homes and included audit information and all the homes policies and procedures. Plans were in place to add person centred planning documents for people who used the service into the new system. This system could be monitored remotely by the providers.

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 well-led?

The service was well led.

Effective systems had been put in place to regularly assess and monitor the service provided.

Good 

The Ferns

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.

At our inspection on 29 October 2014 we found that the providers had not met the legal requirement to ensure effective systems were not in place to regularly assess and monitor the service provided. This inspection was undertaken to check that the providers had made improvements.

The inspection took place on 15 October 2015. The inspection was announced and carried out by an adult social care inspector.

Before our inspection we had contact with the local authority commissioners of the service to obtain their views about the service.

During the inspection we spent time with the providers to check what improvements had been put in place. We found that improvements had been made and the regulatory requirement was met.

Is the service well-led?

Our findings

At our last inspection we were told by the local commissioning team and by the provider in their PIR that there were shortfalls in quality monitoring and assurance processes, though efforts were being made to make improvements.

At this inspection we were informed by local commissioners that the home had achieved a Grade A from them at the last quality review undertaken by them and the action plan had been completed.

We saw that new systems had been put in place and an annual tracker sheet was being used to remind staff of what action they needed to take. We were told by the providers that staff had been involved in this process and they confirmed this to be the case.

We also saw that the provider had made significant headway with the electronic computerised system that had been purchased since our last inspection visit. The computerised system had been set up in each of the providers three homes and included audit information and all the homes policies and procedures. Plans were in place to add person centred planning documents for people who used the service into the new system. This system could be monitored remotely by the providers.