

Sutton Nursing Homes Limited

Orchard House Nursing Home

Inspection report

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Sutton
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30 June 2016

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 7 January 2016 and a breach of regulation was found. This was because people were at risk of poor care as records were not maintained appropriately. Additionally, the providers' own quality assurance systems had failed to identify this was an area that required improvements.

We also made a recommendation regarding activities for people who used the service. People told us and we saw there were some activities on offer, but the majority of people we spoke with told us they were not enough activities that suited their preferences and they were 'sometimes bored.' This is an area we will look at during our next full comprehensive inspection of the service.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach described above and the recommendation we made.

We undertook a focused inspection on the 30 June 2016 to check they had followed their action plan and to confirm they now met legal requirements. This inspection was unannounced.

This report only covers our findings in relation to these requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Orchard House on our website at www.cqc.org.uk

Orchard House Nursing Home provides personal and nursing care for older people many of whom are living with dementia. It can also provide end of life care to people. The home can accommodate up to 44 people. At the time of our inspection 37 people were living at the home.

The service did not have a registered manager in post, although it is required to do so. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run. The registered manager had left the service in November 2015, the provider had recruited a new manager but they were still in their probationary period. The group operations manager told us that once the manager had completed their probationary period successfully they would then apply to become registered with the CQC.

During our focused inspection we found the provider had followed their action plan. The provider had introduced new care plan records and was in the process of transferring all information from one system to the other. Care plans and risk assessments were being reviewed regularly so they reflected people's current needs.

Sufficient action has been taken to meet the legal requirements made at the last inspection, although we need to see consistent improvements over time before we are able to change the rating of this service from

'requires improvement'.

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 provider had devised a new care record system which was being introduced gradually, which provided a systematic way of assessing people's needs. People's care plans and risk assessments were being reviewed and updated regularly so they reflected current needs and wishes.

We have not changed the services' rating from 'requires improvement' as we need to see consistent improvements over time.

Requires Improvement ●

Orchard House 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 checked 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 unannounced focused inspection was undertaken by an inspector on the 30 June 2016. This inspection was arranged to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection in January 2016 had been made. We inspected the service against one of the five questions we ask about services: Is it well-led?

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.

During our inspection we visited the home and looked at records for six people, we particularly focused on people's care plans and assessments of risk. We also looked at information about people's life history and their interests. We spoke with four people who used the service and the new manager. We had contact with a local authority representative.

Is the service well-led?

Our findings

At our last inspection of the service on 7 January 2016 we considered people were at risk of poor care as records were not maintained appropriately. Namely, there was no evidence of people's care plans and risk assessments being reviewed regularly to make sure these reflected people's current needs. In addition, the providers' own quality assurance systems had failed to identify this area required improvement.

At this inspection we saw the provider had developed a new care record system. The care records were divided into three sections. The first was completed by the manager and focused on issues relating to the person's ability to make choices for themselves; the second considered clinical issues such as pain management and drug therapy; the third focussed on reviewing information. This represented a more systematic and focused way to compile and review information about people who used the service. The manager told us 14 of the new care record had been completed, with the remaining 23 to be completed by the beginning of August and this was a 'work in progress'.

We saw care plans and risk assessments were reviewed regularly to ensure they reflected people's current and changing needs. The manager also had a system in place to regularly review and monitor the care plans and risk assessments.