

Clarendon Care Group Limited

Redwood House Residential Home

Inspection report

Cherry Hill Road
Barnt Green
Birmingham
West Midlands
B45 8LL

Tel: 01214477447

Date of inspection visit:
25 July 2017

Date of publication:
01 December 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

The inspection took place on 25 July 2017 and was unannounced.

The home provides accommodation for a maximum of 29 people requiring personal care. There were 19 people living at the home when we visited. A registered manager had left their post shortly before we inspected the service, and a new manager had been appointed. 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 and associated Regulations about how the service is run.

People felt safe around the care staff and supporting them. People knew and liked the care staff and felt able to speak with them whenever they needed. People understand that if they wanted support from care staff they could either press the call bell and a staff member would check on them.

Staff had received training on supporting people to move from one place to another safely. Staff understood how to use specialised equipment and had received training and guidance. Staff were able to transfer people safely from one chair to another. Staff took time to keep people engaged and explain to them how they were supporting people.

People's health needs were understood by care staff. Staff could refer to care plans or a senior member of staff for clarification should they require it of the person's support needs. Care plans had also been reviewed and updated for people living at the home with people's most up to date care needs.

Staff recruitment processes included background checks on people. The registered provider had a system in place to assure themselves that staff working were safe to do so. Agency staff they employed to work at the home were regular and understood people's needs.

People received their medicines as prescribed. Staff understood how people preferred support with the medicines and ensured there was adequate stocks in place.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

People felt safe around staff supporting them. People had access to support from staff when needed. Staff supported people using specialist equipment. Staff understood peoples' health and wellbeing needs. People received support to take their medicines.

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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.

The inspection was prompted in part by notification of an incident following which a person using the service died. This incident was subject to a coronial investigation and as a result this inspection did not examine the circumstances of the incident. However, the information shared with CQC about the incident indicated potential concerns about the management of risk of unsafe equipment. This inspection examined those risks.

This inspection took place on 27 July 2017 and was unannounced.

We reviewed the information we held about the home and looked at the notifications they had sent us. A notification is information about important events which the provider is required to send us by law.

As part of the inspection we spoke to two people living at the service. We also spoke with five care staff, including one agency staff member and the operations manager. The manager of the service was on leave at the time of the inspection.

We reviewed three care records, recruitments processes, the maintenance folder, handover records, updated policies and procedures, staff rotas as well as minutes of staff meetings.

Is the service safe?

Our findings

People we spoke with told us they felt safe. We spoke with people and saw that they were comfortable in the company of staff. We saw that people were relaxed and felt at ease. We saw people smile and chat to staff when they saw them.

Staff we spoke with understood what it meant to safeguard people from harm, so that the risk of abuse to people was minimised. Staff could explain the different potential types of abuse. Staff confirmed they had received updated training on the subject and felt confident discussing any concerns with the manager. Whilst a registered manager was not at the home at the time of the inspection, staff understood they could speak with the Operations Manager if they needed to raise concerns. All notifications submitted were copied into the registered provider so that Monitor and oversee the incidents, so any lessons could be learned to help prevent a further occurrence.

We saw that people had access to staff when they needed. We saw that staff were present within communal areas and responded to people when required. For example, we saw one person begin to struggle with a drink. Staff quickly intervened to support the person with their drink. We also reviewed how people that chose to remain in their rooms were also supported. We saw staff periodically check up on people in their rooms. Where people were nursed in their bedrooms, we saw that guidance was given to staff about how often people needed to be checked on. We saw one person in their room, who told us staff regularly checked on them. We also saw that staff completed a chart to confirm staff had checked on the person in their bedroom. We also saw that call bells were answered promptly. During the inspection a problem was identified with the call bell system and this was corrected promptly.

Staff we spoke with understood people's health and the risks to their health and wellbeing. Staff were knowledgeable about how each person needed support. For example, one person lived with diabetes and all the staff we spoke with knew and understood how the person preferred support to maintain their health and wellbeing.

We saw staff knock politely on people's bedroom door before checking that they were alright. People who required support to be turned to prevent them from getting sore skin, also had charts in place so that the registered manager could track what support people had received.

We reviewed how people that required specialist equipment was supported to use this. Where people required specialist equipment to move from one chair to another staff had been trained to support them, to ensure their safety. The registered provider had also updated their system to assure themselves that equipment used at the home was safe for people to use. They had updated their policy to ensure all equipment was checked annually.

Where people required specialist equipment to move from one chair to another staff had been trained to support them, to ensure their safety. Staff confidently used the equipment to transfer one person from one chair to another. We saw staff explain and reassure people about what was happening throughout the

process. Each person that to use a hoist sling, these had been assessed to ensure they were the correct fit for each person. Staff explained to us that their training on moving and handling people safely had recently been updated and agency as well as permanent staff were included in the training. A schedule was in place so that the lifts and fire alarm systems were regularly checked. A maintenance person was also employed to provide the home with the support it needed. We checked records to ensure a system was in place and that action was taken promptly to help people stay safe.

During the inspection we observed a medication round. Staff confidently supported people with their medicines. Staff understood people's individual needs and understood how each person preferred to take their medicine. There was a system in place for ensuring that regular checks took place so that people received medicines as they should. Staff competency to support people with their medicines was also checked regularly. We saw that stocks of people's medicines were kept up to date so that people always had access to medicines. Regular checks took place to ensure there was safe storage and disposal of medicines.