

Valuecare Ltd

# Lathbury Manor Care Home

## Inspection report

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### Ratings

Overall rating for this service

Good



Is the service caring?

Good



### Overall summary

This inspection took place on 31 July 2015 and was unannounced.

At our previous inspection on 11 March 2015, we found that personal records were on display which meant people could not be confident that information about them was treated confidentially and respected by staff.

After the comprehensive inspection, we undertook this focused inspection to check that the provider had made improvements.

This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting 'all reports' link for 'Lathbury Manor Care Home' on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Lathbury Manor Care Home provides care and support for up to 23 older people with a wide range of needs for personal care and support. This includes people who may have dementia. There were 22 people using the service when we visited.

The service had a registered manager. 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.

During this inspection, we found that there were suitable arrangements in place for the safe and secure storage of people's personal records.

Information about people was treated confidentially and respected by staff.

# 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 caring?**

This service was caring

Improvements had been made to the storage, confidentiality and security of people's personal information and records.

**Good**



# Lathbury Manor Care 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.

This inspection took place on 31 July 2015 and was unannounced. The inspection was undertaken by one inspector.

We spoke with three staff members and the registered manager in order to gain their views about records management, confidentiality of people's information and storage of people's records. Also to determine whether the service had robust systems in place for records management. In addition we looked at the areas where records were stored to assess the suitability of storage.

## Is the service caring?

### Our findings

During our previous inspection we found personal records on display in the communal area. These were in relation to people's requirements for incontinence aids, the handover book and the district nurses notes.

Following our comprehensive inspection on 11 March 2015, we carried out this focused inspection to check that improvements had been made.

Staff told us a new lockable filing cabinet had been put in place to store all personal documents. One staff member said, "It's all kept locked in the filing cabinet now."

The registered manager told us that a new filing cabinet had been installed and was kept locked at all times. They also said that to ensure confidentiality of people's records, staff had been reminded to log off the computerised care system for recording notes, when they had finished.

We observed the area where records had previously been on display. We saw that all records were stored in the filing cabinet.

We noted there was a telephone in this area and we asked the registered manager what staff would do if they were taking a confidential call about people, to ensure they could not be overheard. The registered manager told us staff would go into the downstairs office area to ensure the call stayed private.

We asked three staff what the procedure was for taking confidential calls in this area. They all confirmed they would take the call in the office on the lower floor. One staff said, "I would go down stairs. We all do that."

The registered manager told us that the work station in the communal lounge was temporary, and an office was due to be created for care staff when refurbishment work at the service was completed. We saw that all other records were stored securely in the main office on the lower floor to ensure information about people remained confidential.