

Mrs A Jobson

Ardgowan House

Residential Care Home (Mrs
Annie Jobson)

Inspection report

4 Middle Street
Newsham
Blyth
Northumberland
NE24 4AB

Tel: 01670367072

Date of inspection visit:

11 April 2016

17 April 2016

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service effective?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 15 and 16 November 2015, at which we found a breach of legal requirements related to staffing at the home and in particular the provision of effective systems for providing and monitoring training and staff competencies. We took enforcement action against the provider and issued a warning notice.

We undertook a focused inspection on 11 and 17 April 2016 to check that they had followed their plan and to confirm that they now met legal requirements. We only considered the areas we had highlighted in the warning notice at this inspection. We will return and further inspect the home in relation to other breaches we found at the inspection in November 2015, in due course.

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

Ardgowan Residential Care Home is the only location owned and run by Mrs A Jobson and is based in a residential area of Blyth in Northumberland. It provides accommodation for up to ten people living with mental health issues, who require assistance with personal care and support. At the time of the inspection there were ten people living at the home.

The home is not required to have a registered manager because it is under the day to day supervision of the registered provider, Mrs A Jobson.

A member of staff who had previously not undertaken training on the safe handling of medicines had now completed this training. At the last inspection we found that regular supervision sessions and annual appraisals had not been undertaken. A basic appraisal of staff members had been undertaken by the provider immediately following the previous inspection. The deputy manager and a senior care worker told us they were completing more in depth appraisal review process.

Some staff had undertaken additional distance learning training since the previous inspection. The provider told us that further face to face training was planned and showed us the sessions logged in the home's diary. The training was confirmed by the person providing the training.

At the last inspection we noted there was no central record of staff training needs. We noted there was now some record of training that staff had undertaken, although it was not always well maintained. A senior care worker at the home was taking on responsibility for drawing together a fuller record of current and required training.

Updating training on diabetes had not been undertaken because the individual previously supported with this condition had now moved away from the home.

This meant the provider had met the requirements of the warning notice issued. We have not changed the rating we gave in this domain as we wish to be assured that the changes instigated will be sustained in the long term.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

Not all areas of the service were effective.

At this inspection we only looked at the areas we had previously highlighted in the warning notice.

Action had been taken to review staff training and additional training was being undertaken, including the safe handling of medicines. Further training was planned by a recognised trainer. Appraisal and supervisions sessions had been undertaken and further sessions were being developed.

Requires Improvement ●

Ardgowan House Residential Care Home (Mrs Annie Jobson)

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 announced focused inspection of Ardgowan House on 11 and 17 April 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our 16 and 17 November 2015 inspection had been made. We inspected the service against one of the five questions we ask about services: is the service effective. We only considered evidence related to the enforcement action we had taken through the issuing of a warning notice.

The inspection team consisted of one inspector.

As this was a focussed inspection to follow up previous breaches of regulations we did not request provider information return (PIR). Before the inspection we reviewed the information we held about the home.

We spoke with the registered provider, the deputy manager, a senior care worker and a care worker. We reviewed documents related to the previous breach of regulations and issues we had highlighted in the warning notice.

Is the service effective?

Our findings

At our previous inspection on 16 and 17 November 2015 we found that staff training and support was not robust. One member of staff, who regularly administered medicines, had not completed training or had their competencies checked. Some staff training was out of date and there was no effective centralised record to ensure staff training was updated on a regular basis. Appraisals and regular supervisions sessions had not been undertaken.

At this inspection we noted the member of staff who had previously not undertaken training on the safe handling of medicines had now completed this training. Although we noted two other staff had training on medicines that was also out of date by a few days. The provider told us she would immediately address this.

At this inspection we found a basic appraisal of staff members had been undertaken by the provider immediately following the inspection. This took the form of a rating and comment on performance by the provider. Staff had signed the document to say they had seen the appraisal document. The deputy manager and a senior care worker told us they were now completing a more in-depth appraisal review process to ensure that a fuller understanding of staff support and training needs was available. They showed us copies of the appraisal documents they had completed to date. The deputy manager told us she would like to expand the scope of the appraisals further in the future.

Some staff told us they had undertaken some additional distance learning training since the previous inspection. The provider told us that further face to face training was planned and showed us the sessions logged in the home's diary. We saw that the subjects to be covered included fire safety, health and safety, equality and diversity, safeguarding and infection control. The senior member of staff providing the training confirmed that they were a certified trainer and had a background in training and tutoring in social care. They told us they ran their own training company and that the development sessions at the home would be run under the umbrella of this organisation.

The provider told us updating training on diabetes had not been undertaken because the individual previously supported with this condition had now moved away from the home.

At this inspection we saw there was now some record of training that staff had undertaken, although it was not always well maintained. The provider told us a senior care worker at the home was taking on responsibility for drawing together a fuller record of current status and required future training.

This meant the provider had complied with the issues raised in the warning notice and taken action to update and improve training at the home.