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Clovelly House

Inspection report

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14 September 2017

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13 October 2017

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

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 19 April 2017. During that inspection two breaches of a legal requirement was found. This was because we found that the provider had failed to notify the Care Quality Commission (CQC) of important events. The provider had also failed to obtain all the required documentation before staff were employed.

After the comprehensive inspection, the provider wrote and told us what they would do to meet legal requirements in relation to the breaches. We undertook a focused inspection on 14 September 2017 to check that they had followed their plan and to confirm that they now met legal requirements.

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

Clovelly House is registered to provide accommodation for up to 21 older people some of whom may be living with dementia. There were 21 people living at the service at the time of our inspection.

The registered provider manages the service which means there is no requirement to have a separate registered manager. A registered provider has legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the service is run.

At this focused inspection on 14 September 2017 we found that the provider had followed their action plan and the legal requirements had been met.

We found that provider was sending in the required notifications to CQC and that all the required information had been obtained following the recruitment of new employees.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Action had been taken to ensure that all new staff had all the required documentation obtained and in place, prior to them commencing their employment at the service.

This meant that the provider was meeting legal requirements.

Whilst improvements have been made we have not revised the rating for this key question: to improve the rating to 'Good' would require a longer term track record of consistently ensuring that the required documentation is received prior to staff commencing their employment.

We will review our rating at the next comprehensive inspection.

Requires Improvement ●

Is the service well-led?

Action had been taken to ensure that CQC receive notifications of specific events as stated in the regulation.

This meant that the provider was meeting legal requirements.

Whilst improvements have been made we have not revised the rating for this key question: to improve the rating to 'Good' would require a longer term track record of consistently receiving the required notifications in a timely way.

We will review our rating at the next comprehensive inspection

Requires Improvement ●

Clovelly House

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 was 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 unannounced focused inspection of Clovelly House on 14 September 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 19 April 2017 had been made. We inspected the service against two of the five questions we ask about services: is the service safe and is the service well-led. This is because the service was not meeting legal requirements in relation to these questions.

This inspection was carried out by one inspector. Before our inspection we looked at the information we held about the service. This included the provider's action plan, which set out the action they would take to meet the legal requirement. We also looked at the notifications we received

During the visit we spoke with the registered provider and the deputy manager. We also looked at notifications and recruitment records for three members of staff.

Is the service safe?

Our findings

At our comprehensive inspection of Clovelly House in April 2017 we found that the provider had failed to obtain all the required documentation to ensure that two members of staff were of good character and suitable to work with people of the service. This was a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 14 September 2017 we found that the provider had followed their action plan to meet shortfalls in relation to recruitment records. The legal required had been met.

We checked the recruitment records of three members of staff. The provider had taken steps to protect people from staff who may not be fit and safe to support them. Checks were undertaken prior to staff being employed to determine if staff were of good character. These checks, included a criminal records check through the Disclosure and Barring Service (DBS), previous employers references, proof of identity, and gaps in employment history explained. These checks were to assist employers in making safer recruitment decisions, and formed part of the recruitment process now in place.

Is the service well-led?

Our findings

At our comprehensive inspection of Clovelly House in April 2017 we found that the provider had failed to notify the Care Quality Commission (CQC) of events that involved people's safety and that they were legally obliged to inform us about. This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 14 September 2017 we found that the records, and our discussions with the registered provider, showed us that notifications had been sent to the CQC as required. A notification is information about important events that happen at the service that the provider is required by law to notify us about. During this inspection we found that the legal required had been met.