

Amber Care Limited

Stonebow House Residential Home

Inspection summary

CQC carried out an inspection of this care service on 18 April 2018 and 20 April 2018. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

We carried out an unannounced comprehensive inspection of this service on 18 and 20 April 2018.

Stonebow House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. A maximum of 30 older people can live at the home. There were 30 people living at home on the day of the inspection, a number of whom were living with dementia. Nursing care was not provided. There was no registered manager in post. The provider was recruiting a new 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.

At the last inspection in March 2017, the service was rated Good. At this inspection we found the service required improvement overall.

Staff were available to provide advice or guidance that reduced people's risks. Care records did not reflect guidance needed to support people.

People received their medicines as prescribed and at the correct time. However, we found systems and processes needed to be improved to ensure creams were applied as prescribed. Staff had not always followed safe practices and left medicines unattended during the medicine round.

Staff had been provided with training that reflected the needs of people who lived at the home. The training information showed that staffs knowledge was being updated. People told us and we saw their privacy and dignity were respected and staff were kind to them.

People had not always have accurate records of their care kept. People had access to other healthcare professionals that provided treatment, advice and guidance to support their health needs.

People had not always been supported to maintain their hobbies and interests or live in an environment that supported their needs. The provider had not reviewed any concerns raised as no records had been kept. Information was available for the provider to improve the service.

Regular checks had been completed to monitor the quality of the care that people received and look at whether improvements may be needed. The current management team were approachable and visible within the home which people and staff liked.

People told us they felt safe and free from the potential risk of abuse. Staff told us about how they supported people's safety. People told us there were enough staff to support them. Staff told us they had time to meet the needs of people living at the home.

People told us they liked the staff and felt they knew how to look after them and were included in day to day decisions about their care and support. People were supported to eat and drink enough to keep them healthy.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161