



It's the care that counts...

St Martins Grange – Inspected by CQC 14,16 & 23 November 2017

Care South has taken further action following the November 2017 CQC re-inspection of St Martins Grange, which it rated as “**Requires Improvement**” overall. The Inspector recognised that improvement progress had been made since we were last inspected. However there remained a number of shortfalls to address. Our comprehensive action plan continues to address the required improvements. The individual ratings for St Martins Grange were:-

Safe? - CQC said we were Requires Improvement.

CQC said that many aspects of the service were safe and that we recruit using appropriate employment procedures. There were sufficient staffing in place and further recruitment was in progress. Staff knew how to identify risks of abuse and were confident to raise any concerns. However some risks were not properly documented or reported adequately. We have taken immediate action to address these shortfalls and this is included in our improvement action plan to ensure the changes are sustained. People commented that the service was clean, and that call bells were responded to promptly.

Effective? - CQC said we were Requires Improvement.

CQC said that improvements were noted in relation to the environment and the delivery of person centred care to people living with dementia. Staff were given a comprehensive induction and were supervised and trained to give effective care. Staff were familiar with the Mental Capacity Act requirements and the service met the requirements of the Deprivation of Liberty Safeguards. Residents were supported to see doctors and other healthcare professionals when they needed to. The only shortfall in this area was in relation to staff supervision and we told the CQC of our new approach.

Caring? - CQC said we were Good.

CQC said that people and their relatives complimented staff on being caring and that they treated residents with compassion and kindness. Staff communicated in a friendly and warm manner and adopted accessible approaches to take account of sensory impairments. Staff helped promote and maintain people's dignity and encouraged them to maintain social and family relationships. Staff understood residents' care their needs and visitors were made welcome at the service.

Responsive? - CQC said we were Requires Improvement.

CQC said that people received care that was responsive to their needs. CQC said that activities provision had improved and further work is underway to address individual interests. We have recruited more activities staff to support this. There were systems in place to receive feedback and deal with complaints and we will provide improved support for people with sensory loss.

Well Led? - CQC said we were Requires Improvement.

CQC said the service was not consistently well-led although we had been proactive in identifying the additional resources required to support further improvements. A number of refurbishments have been completed which have improved the quality of the environment. We will continue to seek the views of residents and staff to ensure improvements are sustained.

For the full CQC report, please either ask the Home Manager for a copy or alternatively this can be found on CQC's website.