

Coverage Care Services Limited

Coton Hill House

Inspection summary

CQC carried out an inspection of this care service on 23 March 2017 and 27 March 2017. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Requires Improvement ●

The inspection was carried out on 23 and 27 March 2017 and was unannounced.

Coton Hill House is registered to provide accommodation with personal care for up to a maximum of 45 people. There were 44 people living at the home on the day of our inspection. People were cared for in five units over two floors. The Cherry and Berwick units were on the ground floor. The River View, West View and Castle View units were on the first floor. Some people were living with dementia.

There was a registered manager in post but they were not present during the inspection. During our inspection, we met with the acting manager who had responsibility for running the home in the absence of the 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.

The home was last inspected on the 20 and 24 October 2016 where it was rated as requires improvement. At the last inspection the provider needed to make improvements to ensure people were treated with dignity and respect: that staff followed the principles of the Mental Capacity Act to protect people's rights: that their governance systems were effective and that suitably trained staff were effectively deployed.

At this inspection we found that significant improvements had been made in all areas of the service. However, we were unable to improve the rating in well led from requires improvement because the new systems put in place remained untested. The acting manager was temporarily covering for the registered manager and we were not sure what the management structure would look like going forward. We therefore did not have complete assurance that the changes made to improve the service would be sustained.

People and their relatives felt that they and their belonging were safe. On the whole staff were aware of the risks associated with people's needs and how to minimise these. Accidents and incident were reviewed to establish if there were any trends or patterns.

People were protected from the risks of avoidable harm or abuse because staff were knowledgeable about the different forms of abuse. Staff were able to recognise the signs of possible abuse and knew how to report their concerns. The provider followed safe recruitment procedures to ensure people were suitable to work at the home before they started work there. There were enough suitably trained staff deployed to meet people's needs.

People were supported to take their medicine safely. Only staff who had received training on managing medicines safely were able to administer medicines. Staff monitored people's health and arranged health care appointments as necessary. Staff followed advice provided by health care professionals to promote good physical and emotional health.

People enjoyed the food and were offered choice. People's nutritional needs were assessed and their dietary needs were catered for. Where people required help to feed themselves this was provided in a patient and dignified manner.

People and their relatives found staff were kind and caring. People were treated with dignity and respect and they were supported to maintain their independence. Staff had formed positive working relationships with people and their relatives.

People received individualised care that took account of their preferences and wishes. People were able to spend their time as they wished and were actively encouraged to maintain their interests.

The provider sought people's views on the quality of care provided to drive improvements. People had not found cause to complain but felt comfortable to raise concerns with staff or management should there be a need to do so.

People and their relatives spoke highly of the acting manager and about the positive difference they had made to the standard of care people received. They found them approachable and responsive to their needs.

There was a positive working culture at the home where the acting manager led by example. Staff felt valued and listened to. Staff felt well supported and were provided with training to enable them to meet people's individual needs.

The provider had openly shared the outcome of our previous inspection with people, their relatives and staff. They had improved the systems they used to assess and monitor the quality of care and their effectiveness was kept under review.

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**