

W J Yapp Trust

Derbyshire House Residential Care

Inspection summary

CQC carried out an inspection of this care service on 7 December 2015. 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?	Good	●

We carried out an unannounced inspection of the service on 7 December 2015.

Derbyshire House Residential Care provides accommodation and personal care for up to 31 older people including people living with dementia. At the time of our inspection there were 31 people living at the service.

Derbyshire House Residential Care is required to have a registered manager in post. 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 time of the inspection a registered manager was in post.

People told us that they felt staff provided a safe service and risks were managed appropriately. Staff were aware of the safeguarding procedures and had received appropriate training. People received their medicines as prescribed; some concerns were identified with the administration and storage of medicines. Safe recruitment practices meant as far as possible only people suitable to work for the service were employed.

Accidents and incidents were recorded and appropriate action was taken to reduce further risks. However, there was no analysis or review of this information to help identify any themes, patterns or concerns. Risks plans were in place for people's needs and were regularly monitored and reviewed. The safety of the environment and equipment was checked regularly. However, some concerns were identified in relation to unlocked cupboards that may have caused a risk to people.

People told us that there were sufficient staff to meet their needs. Additionally they said staff had time to spend with them and requests for assistance were responded to in a timely manner. People's dependency needs were reviewed on a regular basis and staffing levels amended to

meet people's needs.

People told us that they received sufficient to eat and drink. They were positive about the choice, quality and quantity of food and drinks available. People received appropriate support to eat and drink and independence was promoted.

CQC is required by law to monitor the operation of the Mental Capacity Act 2005 (MCA) and the Deprivation of Liberty Safeguards (DoLS) and to report on what we find. This is legislation that protects people who are unable to make specific decisions about their care and treatment. It ensures best interest decisions are made correctly and a person's liberty and freedom is not unlawfully restricted. People's rights were protected because staff were aware of their responsibilities and had adhered to this legislation.

Relatives and people that used the service said that staff were knowledgeable about their needs. Additionally, they told us that support to access healthcare services to maintain their health was provided. People's healthcare needs had been assessed and were regularly monitored.

Staff were appropriately supported, this consisted of formal and informal meetings to discuss and review their learning and development needs. Staff additionally received an induction and ongoing training.

People and relatives we spoke with were positive about the care and approach of staff. They described them as caring, compassionate and knowledgeable about their needs. People's preferences, routines and what was important to them had been assessed and recorded. Support was provided to enable people to pursue their interests and hobbies.

The provider supported people to be actively involved in the development and review of the care and support they received. This included regular discussions with people and formal meetings.

People told us they knew how to make a complaint and information was available for people with this information. Confidentiality was maintained and there were no restrictions on visitors.

The provider had checks in place that monitored the quality and safety of the service. However, these were not always recorded formally. People and their relatives and representatives, received opportunities to give feedback about their experience of the service.

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**