

Kindcare (UK) Ltd

Bendigo Nursing Home

Inspection summary

CQC carried out an inspection of this care service on 02 June 2016. 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 ●

Bendigo Nursing Home is registered to provide nursing care for up to 25 older people. All bedrooms were used as single occupancy with the provision that three rooms could be double occupancy if specifically requested. There were 20 people living at the home at the time of the inspection.

People who live at Bendigo required assistance with a range of nursing and personal care needs, with some needing support in relation to living with memory loss and dementia.

The home is a character building converted to provide communal areas and private rooms for people. The home has a passenger and stair lifts to assist people to access areas of the building.

This was an unannounced inspection which took place on 2 June 2016.

Bendigo Nursing Home had a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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 registered manager was in day to day charge of the home, supported by a deputy manager.

The registered manager was fully involved in all aspects of the day to day running of the home and had an excellent overview of the home and knew everyone well.

We received positive feedback from people, staff, relatives and visiting professionals. Everyone told us that the manager was passionate about ensuring people received the best care possible. Putting the person first to ensure the care they received was tailored to meet their needs. This was supported by clear up to date care documentation which was personalised and regularly reviewed.

Staff felt that training provided was effective and ensured they were able to provide the best care for people. Competencies had been completed after training to ensure that staff had a clear understanding and were appropriately trained to meet people's needs

Registered Nurses (RN's) were responsible for the medicines in the home. Medicine administration, documentation and policies were in place. These followed best practice guidelines to ensure people received their medicines safely. Regular auditing and checks were carried out to ensure high standards were maintained. People were supported to self-medicate if it was safe for them to do so and this was regularly reviewed.

There were robust systems in place to assess the quality of the service. Maintenance, for example water, electric and gas had taken place and all equipment and services to the building had been checked and maintained regularly. Fire evacuation plans and personal evacuation procedure information was in place in event of an emergency evacuation.

There a programme of supervision and appraisals for staff. Staffing levels were reviewed regularly. Staff received training which they felt was effective and supported them in providing safe care for people. Recruitment checks were completed before staff began work.

Care plans and risk assessments had been completed to ensure people received appropriate care. Care plans identified all health care needs and had been reviewed regularly to ensure information was up to date and relevant. People's mental health and capacity were assessed and reviewed with pertinent information in care files to inform staff of people's individual needs.

People were encouraged to remain as independent as possible and supported to participate in daily activities. Staff demonstrated a clear understanding on how to recognise and report abuse. Staff treated people with respect and dignity and involved people in decisions about how they spent their time. People were asked for their consent before care was provided and had their privacy and dignity respected.

Feedback was gained from people, relatives, staff and visiting professionals this included questionnaires and regular meetings with minutes available for people to access.

People's nutritional needs were monitored and reviewed. People had a choice of meals provided and staff knew people's likes and dislikes. People gave positive feedback about the food. Fresh fruit and hot and cold drinks were freely available and people were able to have an alcoholic beverage if and when they chose.

Referrals were made appropriately to outside agencies when required and notifications had been completed to inform CQC and other outside organisations when events occurred.

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**