

The Abbeyfield North Downs Society Limited

David Gresham House

Inspection summary

CQC carried out an inspection of this care service 10 December 2014. This is a summary of what we found.

Overall rating for this service	Good	
Are services at this location safe?	Good	
Are services at this location effective?	Good	
Are services at this location caring?	Good	
Are services at this location responsive?	Good	
Are services at this location well-led?	Good	

David Gresham House is a residential home which provides care, accommodation and companionship for up to 29 older people. The purpose-built house, is in its own landscaped grounds, and is within walking distance of churches, post office, local shops, bus stop and local train station.

On the day of our inspection there were 28 people living in the home. This inspection took place on 10 December 2014 and was unannounced.

We last inspected David Gresham House in September 2013. At that inspection we found the service was meeting all the essential standards we assessed.

The home had a registered manager who was present on the day of inspection. 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.

People told us care staff treated them properly and they felt safe. We read staff had written information about risks to people and how to manage these in order to keep people safe. Staff had received training in safeguarding adults and were able to evidence to us they knew the procedures to follow should they have any concerns.

Care was provided to people by a sufficient number of staff who were appropriately

trained. People did not have to wait to be assisted.

Processes were in place in relation to the correct storage and audit of people's medicines. Medicines were administered and disposed of in a safe way.

The Care Quality Commission (CQC) monitors the operation of the Deprivation of Liberty Safeguards (DoLS) which applies to care homes. The registered manager and staff explained their understanding of their responsibilities of the Mental Capacity Act (MCA) 2005 and DoLS and what they needed to do should someone lack capacity or needed to be restricted.

People were provided with homemade, freshly cooked meals each day and facilities were available for staff to make or offer people snacks at any time during the day or night. We were told by the registered manager that people could regularly go out for lunch if they wished.

People were treated with kindness, compassion and respect. Staff took time to speak with the people who they supported. We observed positive interactions and it was evident people enjoyed talking to staff. People were able to see their friends and families as they wanted and there were no restrictions on when people could visit or leave the home.

People and their families, had been included in planning and agreeing to the care provided. We saw that people had an individual plan, detailing the support they needed and how they wanted this to be provided. We read that staff ensured people had access to healthcare professionals when needed. For example overview of doctors or optician visits had been recorded in peoples care plans.

People's views were obtained by holding residents meetings and sending out an annual satisfaction survey. Complaint procedures were up to date and people and relatives told us they would know how to make a complaint if they needed to.

The provider had quality assurance systems in place to audit the home. This included regular audits on health and safety, infection control and medication. The registered manager met CQC registration requirements by sending in notifications when appropriate. We found both care and staff records were stored securely and confidentially.

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**