

Crossley and Campbell Partnership

# Clanfield Residential Care Home

## Inspection summary

CQC carried out an inspection of this care service on 15 January 2019. This is a summary of what we found.

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

About the service: Clanfield Residential Care Home accommodates and cares for up to 30 older people with a range of mainly age-related dependencies, including people with dementia care needs.

People's experience of using this service:

- Risks to people were identified but there were not always detailed risk management plans in place.
- People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in place support this practice. However, when people did lack capacity it was not always clear which decisions they were able to make for themselves.
- People received safe care. Staff had been provided with safeguarding training to enable them to recognise signs and symptoms of abuse and how to report them. Staffing numbers were sufficient to keep people safe and the registered provider followed thorough recruitment procedures to ensure staff employed were suitable for their role.
- There was a risk of people receiving unsafe care as records to support staff in the delivery of care were not properly maintained.
- People's medicines were managed safely and in line with best practice guidelines. Accidents and incidents were analysed for lessons learnt and these were shared with the staff team to reduce

further reoccurrence.

- People's needs and choices were assessed and their care provided in line with their preferences. Staff received an induction process when they first commenced work at the service and received on-going training to ensure they could provide care based on current practice when supporting people.
- People received enough to eat and drink and were supported to use and access a variety of other services and social care professionals. People were supported to access health appointments when required, including opticians and doctors, to make sure they received continuing healthcare to meet their needs.
- People received care from staff who were kind and caring. People were supported to make decisions about how their care and their privacy and dignity were protected and promoted. Staff had developed positive relationships with people and had a good understanding of their needs and preferences.
- People's needs were assessed and planned for with the involvement of the person and or their relative where required. Staff promoted and respected people's cultural diversity and lifestyle choices. Care plans were personalised and provided staff with guidance about how to support people and respect their wishes.
- People and staff were encouraged to provide feedback about the service and it was used to drive improvement. Staff felt well-supported and received supervision that gave them an opportunity to share ideas, and exchange information.

At this inspection, we found the service to be in breach of one regulation of the Health and Social Care Act 2008 (Regulated activities) Regulations 2014. The action we have taken is detailed at the end of this report

Further information is in the detailed findings below.

Rating at last inspection

- This was the first inspection of this service.

Why we inspected

- This was a scheduled inspection.

Follow up: We will continue to monitor the service through the information we receive until we return to visit as per our re-inspection programme. If any concerning information is received we may inspect sooner.

**You can ask your care service for the full report, or find it on our website at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning 03000 616161**